



# OFFICEJET PRO 8000

## User Guide







# HP Officejet Pro 8000 (A811) printer series

## User Guide

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## **Safety information**



Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand all instructions in the documentation that comes with the printer.
2. Observe all warnings and instructions marked on the product.
3. Unplug this product from wall outlets before cleaning.
4. Do not install or use this product near water, or when you are wet.
5. Install the product securely on a stable surface.
6. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.
7. If the product does not operate normally, see [Solve a problem](#).
8. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

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# 1 Get started

This guide provides details about how to use the printer and how to resolve problems.

- [Accessibility](#)
- [Eco-Tips](#)
- [Understand the printer parts](#)
- [Find the printer model number](#)
- [Select print media](#)
- [Load media](#)
- [Configure trays](#)
- [Change print settings](#)
- [Install the accessories](#)
- [Turn the printer off](#)

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 **NOTE:** If you are using the printer with a computer running Windows XP Starter Edition, Windows Vista Starter Edition, or Windows 7 Starter Edition, some features might not be available. For more information, see [Client operating systems supported](#).

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## Accessibility

The printer provides a number of features that make it accessible for people with disabilities.

### Visual

The HP software provided with the printer is accessible for users with visual impairments or low vision by using your operating system's accessibility options and features. The software also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the HP software and on the printer control panel have simple text or icon labels that convey the appropriate action.

### Mobility

For users with mobility impairments, the HP software functions can be executed through keyboard commands. The HP software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The printer doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

### Support

For more details about the accessibility of this printer and HP's commitment to product accessibility, visit HP's Web site at [www.hp.com/accessibility](http://www.hp.com/accessibility).

For accessibility information for Mac OS X, visit the Apple Web site at [www.apple.com/accessibility](http://www.apple.com/accessibility).

## Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided these Eco-Tips to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this printer, please visit the HP Eco Solutions Web site for more information on HP's environmental initiatives.

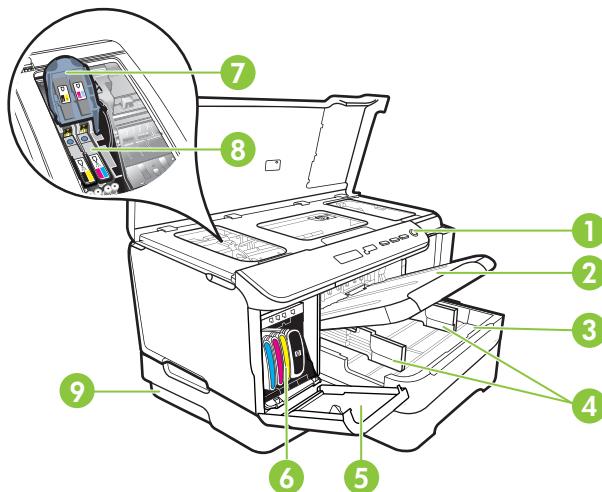
[www.hp.com/hpinfo/globalcitizenship/environment/](http://www.hp.com/hpinfo/globalcitizenship/environment/)

- **Duplex printing:** Use **Paper-saving Printing** to print two-sided documents with multiple pages on same sheet to reduce paper usage. For more information, see [Print on both sides \(duplexing\)](#).
- **Energy Savings Information:** To determine the ENERGY STAR® qualification status for this printer, see [Power consumption](#).
- **Recycled Materials:** For more information regarding recycling of HP products, please visit:  
[www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

## Understand the printer parts

- [Front view](#)
- [Control panel](#)
- [Back view](#)

### Front view

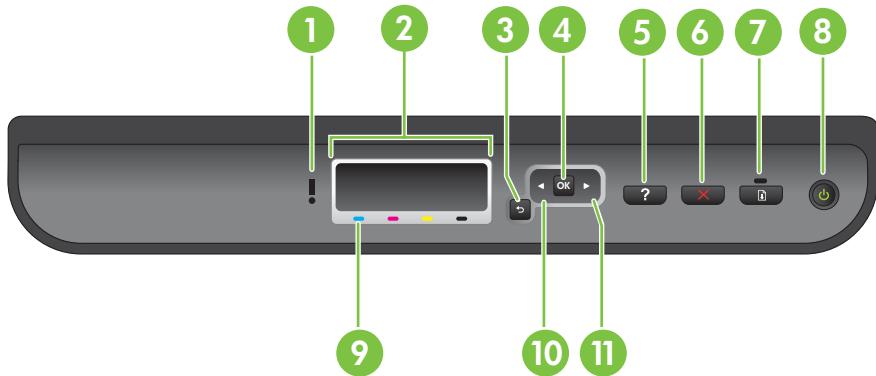


1	Control panel
2	Output tray
3	Tray 1

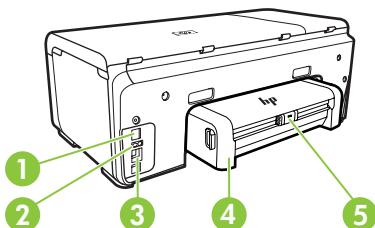
(continued)

4	Width guides
5	Ink cartridge door
6	Ink cartridges
7	Printhead latch
8	Printheads
9	Tray 2 (Tray 2 is sold as an accessory. For ordering information, see <a href="#">HP supplies and accessories</a> .)

## Control panel



1	<b>Attention light</b>
2	Control panel display
3	<b>Back</b> button
4	<b>OK</b> button
5	<b>Help</b> button
6	<b>Cancel</b> button
7	<b>Resume</b> button and light
8	<b>Power</b> button and light
9	Ink Cartridge Markings
10	<b>Left arrow</b> button
11	<b>Right arrow</b> button

**Back view**

1	Power input
2	Ethernet network port
3	Rear universal serial bus (USB) port
4	Automatic two-sided printing accessory (duplexer)
5	Duplex rear access door latch

**Find the printer model number**

In addition to the model name that appears on the front of the printer, this printer has a specific model number. You can use this number when obtaining support and to help determine which supplies or accessories are available for your printer.

The model number is printed on a label located inside the printer, near the ink cartridges area.

**Select print media**

The printer is designed to work well with most types of office media. It is best to test a variety of print media types before buying large quantities. Use HP media for optimum print quality. Visit the HP Web site at [www.hp.com](http://www.hp.com) for more information about HP media.



HP recommends plain papers with the ColorLock logo for printing and copying of everyday documents. All papers with the ColorLock logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks and dry faster than ordinary plain papers. Look for papers with the ColorLock logo in a variety of weights and sizes from major paper manufacturers.

This section contains the following topics:

- [Recommended papers for printing and copying](#)
- [Recommended papers for photo printing](#)
- [Tips for selecting and using media](#)

## Recommended papers for printing and copying

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

HP Brochure Paper HP Superior Inkjet Paper	These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
HP Bright White Inkjet Paper	HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.
HP Printing Paper	HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
HP Office Paper	HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
HP Office Recycled Paper	HP Office Recycled Paper is a high-quality multifunction paper made with 30% recycled fiber. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
HP Premium Presentation Paper HP Professional Paper	These papers are heavy two-sided matte papers perfect for presentation, proposals, reports and newsletters. They are heavyweight for an impressive look and feel.
HP Premium Inkjet Transparency Film	HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.
HP Advanced Photo Paper	This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13x18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.
HP Everyday Photo Paper	Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in semi-gloss finish in 8.5 x 11 inch, A4, 4 x 6 inch and 10 x 15 cm. It is acid-free for longer lasting documents.

To order HP papers and other supplies, go to [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies). If prompted, select your country/region, follow the prompts to select your printer, and then click one of the shopping links on the page.

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 **NOTE:** At this time, some portions of the HP Web site are available in English only.

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## Recommended papers for photo printing

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

### HP Advanced Photo Paper

This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.

### HP Everyday Photo Paper

Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in semi-gloss finish in 8.5 x 11 inch, A4, 4 x 6 inch and 10 x 15 cm. It is acid-free for longer lasting documents.

### HP Photo Value Packs

HP Photo Value Packs conveniently package Original HP ink cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing affordable professional photos with your HP printer. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

To order HP papers and other supplies, go to [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies). If prompted, select your country/region, follow the prompts to select your printer, and then click one of the shopping links on the page.

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 **NOTE:** At this time, some portions of the HP Web site are available in English only.

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## Tips for selecting and using media

For the best results, observe the following guidelines.

- Always use media that conforms to the printer specifications. For more information, see [Media specifications](#).
- Load only one type of media at a time into a tray.
- When loading the trays, make sure the media is loaded correctly. For more information, see [Load media](#).

- Do not overload the tray. For more information, see [Load media](#).
- To prevent jams, poor print quality, and other printing problems, avoid loading the following media in the trays:
  - Multipart forms
  - Media that is damaged, curled, or wrinkled
  - Media with cutouts or perforations
  - Media that is heavily textured, embossed, or does not accept ink well
  - Media that is too lightweight or stretches easily
  - Media that contains staples or clips

## Load media

This section provides instructions for loading media into the printer.

This section contains the following topics:

- [Load standard-size media](#)
- [Load envelopes](#)
- [Load cards and photo paper](#)
- [Load transparencies](#)
- [Load custom-size media](#)

### Load standard-size media

This section provides instructions for loading media into the printer.

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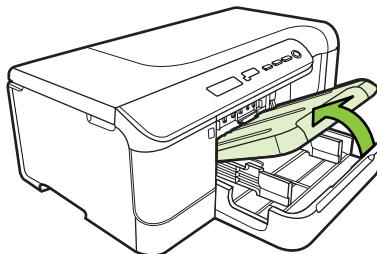
 **NOTE:** Tray 2 is sold as an accessory. For ordering information, see [HP supplies and accessories](#).

---

Use these instructions to load standard media.

#### To load Tray 1 (main tray)

1. Lift the output tray.



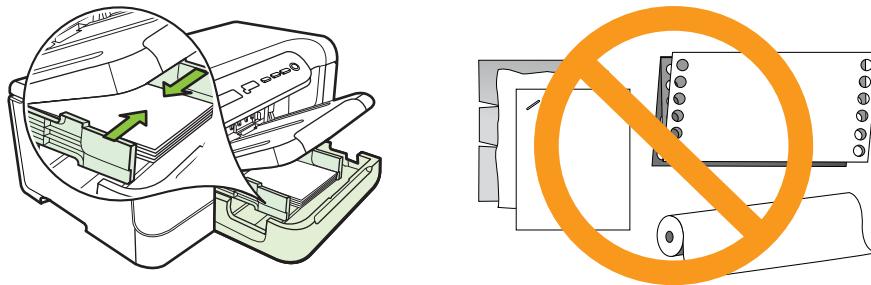
2. Slide the media guides out to the widest setting.
3. Insert the media print-side down in the center of the tray, make sure the media does not exceed the line marking in the tray. Slide the media guides towards the

center until they touch the left and right sides of the media, and then gently push the paper stack to the back of the tray.

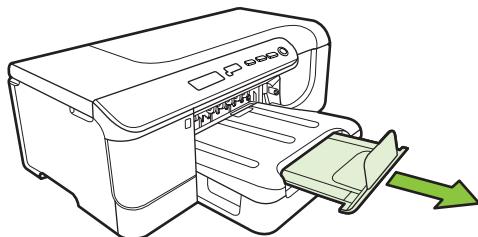
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 **NOTE:** Do not load paper while the printer is printing.

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4. Lower the output tray.
5. Pull out the extension on the output tray.



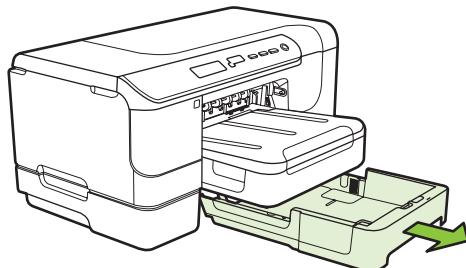
---

 **NOTE:** For media longer than 11 inches (279 mm), pull the extension out to the maximum extended position.

---

### To load Tray 2

1. Pull the tray out of the printer by grasping the front of the tray.



2. Slide the media guides out to the widest setting.

3. Insert the media print-side down in the center of the tray, make sure the media does not exceed the line marking in the tray. Slide the media guides towards the center until they touch the left and right sides of the media, and then gently push the paper stack to the back of the tray.

---

 **NOTE:** Do not load paper while the printer is printing.

---

4. Gently reinsert the tray.
5. Pull out the extension on the output tray.

---

 **NOTE:** For media longer than 11 inches (279 mm), pull the extension out to the maximum extended position.

---

## Load envelopes

### To load envelopes

Use these instructions to load an envelope

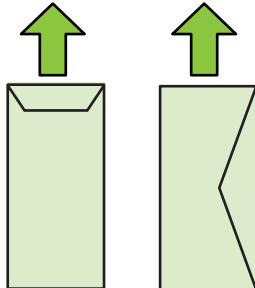
1. Lift the output tray.
2. Slide the paper width guide out as far as possible.

---

 **NOTE:** If you are loading larger sized media, pull the input tray to extend it.

---

3. Load envelopes according to the graphic. Make sure the stack of envelopes does not exceed the line marking in the tray.



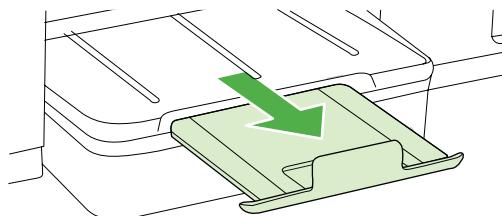
---

 **NOTE:** Do not load paper while the printer is printing.

---

4. Slide the media guides in the tray to adjust them for the media size that you have loaded.

5. Lower the output tray.
6. Pull out the tray extender.



## Load cards and photo paper

### To load cards and photo paper

Use these instructions to load photo paper.

1. Lift the output tray.
2. Slide the paper width guide out as far as possible.

---

 **NOTE:** If you are loading larger sized media, pull the input tray to extend it.

---

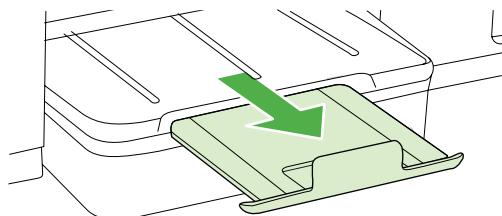
3. Insert the media print-side down in the center of the tray, make sure the media does not exceed the line marking in the tray. Make sure the stack of media aligns with the right and back edges of the tray, and does not exceed the line marking in the tray. If the photo paper has a tab along one edge, make sure the tab is pointing towards the front of the printer.

---

 **NOTE:** Do not load paper while the printer is printing.

---

4. Slide the media guides in the tray to adjust them for the media size that you have loaded.
5. Lower the output tray.
6. Pull out the tray extender.



## Load transparencies

### To load transparencies

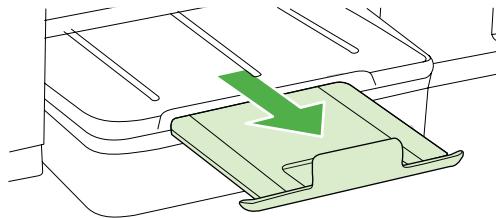
1. Lift the output tray.
2. Slide the paper width guide out as far as possible.

 **NOTE:** If you are loading larger sized media, pull the input tray to extend it.

3. Insert the transparencies, rough-side or print-side down, in the center of the main tray. Make sure the adhesive strip is pointing towards the back of the printer and that the stack of transparencies aligns with the right and back edges of the tray. Also, make sure the stack does not exceed the line marking in the tray.

 **NOTE:** Do not load paper while the printer is printing.

4. Slide the media guides in the tray to adjust them for the media size that you have loaded.
5. Lower the output tray.
6. Pull out the tray extender.



## Load custom-size media

### To load cards and photo paper

Use these instructions to load custom-size media.

 **CAUTION:** Use only custom-size media that is supported by the printer. For more information, see [Media specifications](#).

1. Lift the output tray.
2. Slide the paper width guide out as far as possible.

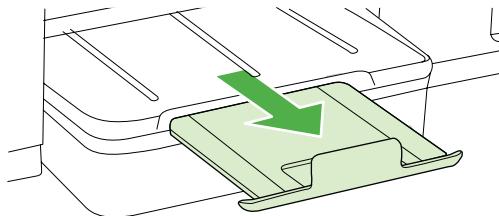
 **NOTE:** If you are loading larger sized media, pull the input tray to extend it.

3. Insert the media print-side down in the center of the main tray. Make sure the stack of media aligns with the right and back edges of the tray, and does not exceed the line marking in the tray.

 **NOTE:** Do not load paper while the printer is printing.

4. Slide the media guides in the tray to adjust them for the media size that you have loaded.

5. Lower the output tray.
6. Pull out the tray extender.



## Configure trays

---

 **NOTE:** Tray 2 is sold as an accessory. For ordering information, see [HP supplies and accessories](#).

To configure trays, you must have Tray 2 installed and turned on in the printer driver.

---

By default, the device draws media from Tray 1. If Tray 1 is empty, the device draws media from Tray 2 (if it is installed and loaded with media). You can change this default setting by using the following features:

- **Tray Lock:** Use this feature to protect special media such as letterhead or preprinted media from accidental use. If the device runs out of media while printing a document, it will not use media from a locked tray to complete the print job.
  - **Default Tray:** Use this feature to determine the first tray from which the device draws media.
- 

 **NOTE:** To use the Tray Lock and Default Tray settings, you must select the automatic tray selection option in the device software. If the device is on a network and you set a Default Tray, the setting will affect all users of the device.

---

Tray 2 is designed to hold only plain paper.

The following table lists possible ways you can use the tray settings to meet your printing needs.

---

I want to...	Follow these steps
Load both trays with the same media, and have the device pick media from one tray if the other one is empty.	<ul style="list-style-type: none"> <li>• Load media in Tray 1 and Tray 2. For more information, see <a href="#">Load media</a>.</li> <li>• Make sure Tray Lock is disabled.</li> </ul>
Have both special media (such as transparencies or letterhead) and plain paper loaded in the trays.	<ul style="list-style-type: none"> <li>• Load special media in Tray 1 and plain paper in Tray 2.</li> <li>• Make sure the default tray is set to Tray 2.</li> <li>• Make sure Tray Lock is set to Tray 1.</li> </ul>
Load media in both trays but have the device pick media from a specific tray first.	<ul style="list-style-type: none"> <li>• Load media in Tray 1 and Tray 2.</li> <li>• Make sure Default Tray is set to the appropriate tray.</li> </ul>

### To configure the trays

1. Make sure the device is turned on.
2. Perform one of the following:
  - **Embedded Web server:** Click the **Settings**, tab and click **Paper Handling** in the left panel.
  - **HP Utility (Mac OS X):** Click **Trays Configuration** from the **Printer Settings** panel.
3. Change the desired tray setting, and then press **OK** or **Apply**.

## Change print settings

You can change print settings (such as paper size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the driver.

---

 **NOTE:** To set print settings for all print jobs, make the changes in the printer driver.

For more information about the features of the Windows printer driver, see the online help for the driver. For more information about printing from a specific application, see the documentation that came with the application.

- 
- [To change settings from an application for current jobs \(Windows\)](#)
  - [To change default settings for all future jobs \(Windows\)](#)
  - [To change settings \(Mac OS X\)](#)

### To change settings from an application for current jobs (Windows)

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application that you are using.)
3. Choose the printing shortcut that you want, and then click **OK**, **Print**, or a similar command.

### To change default settings for all future jobs (Windows)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.  
- Or -  
Click **Start**, click **Control Panel**, and then double-click **Printers**.
-  **NOTE:** If prompted, enter the computer administrator's password.
2. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Change the settings that you want, and then click **OK**.

## To change settings (Mac OS X)

1. On the **File** menu, click **Page Setup**.

---

 **NOTE:** In Mac OS X (v10.5 or v10.6), some applications do not have a **Page Setup** menu, it is part of the **Print** menu.

---

2. Change the settings that you want (such as paper size), and then click **OK**.
3. On the **File** menu, click **Print** to open the printer driver.
4. Change the settings that you want (such as media type), and then click **OK** or **Print**.

## Install the accessories

This section contains the following topics:

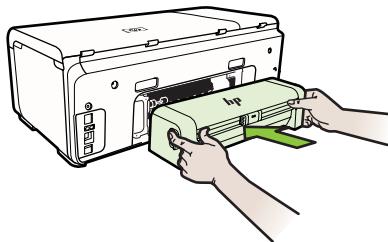
- [Install the duplexer](#)
- [Install Tray 2](#)
- [Turn on accessories in the print driver](#)

### Install the duplexer

You can print on both sides of a sheet of paper automatically. For information on using the duplexer, see [Print on both sides \(duplexing\)](#).

#### To install the duplexer

- ▲ Slide the duplexer into the printer until the unit locks into place. Do not press the buttons on either side of the duplexer when installing the unit; use them only for removing the unit from the printer.



### Install Tray 2

Tray 2 can hold up to 250 sheets of plain paper. For ordering information, see [HP supplies and accessories](#).

#### To install Tray 2

1. Unpack the tray, remove the packing tapes and materials, and move the tray to the prepared location. The surface must be sturdy and level.
2. Turn off the printer, and disconnect the power cord.

- Set the printer on top of the tray.

---

 **CAUTION:** Be careful to keep your fingers and hands clear of the bottom of the printer.

---

- Connect the power cord and turn on the printer.
- Enable Tray 2 in the print driver. For more information, see [Turn on accessories in the print driver](#).

## Turn on accessories in the print driver

- [To turn on accessories on Windows computers](#)
- [To turn on accessories on Macintosh computers](#)

### To turn on accessories on Windows computers

- Click **Start**, point to **Settings**, and then click **Printers or Printers and Faxes**.
  - Or -
  - Click **Start**, click **Control Panel**, and then double-click **Printers**.
- Right-click the printer icon, and then click **Properties**.
- Select the **Device Settings** tab. Click the accessory that you want to turn on, click **Installed** from the drop-down menu, and then click **OK**.

### To turn on accessories on Macintosh computers

The Mac OS automatically turns on all accessories in the printer driver when you install the printer software. If you add a new accessory later, follow these steps:

- Open the **System Preferences** and then select **Print & Fax**.
- Select the printer.
- Click **Options & Supplies**.
- Click the **Driver** tab.
- Select the options you want to install, and then click **OK**.

## Turn the printer off

Turn the printer off by pressing the **Power** button located on the printer. Wait until the power light turns off before unplugging the power cord or turning off a power strip. If you incorrectly turn the printer off, the print carriage might not return to the correct position causing problems with the ink cartridges and print quality issues.

## 2 Print

Most print settings are automatically handled by the software application. Change the settings manually only when you want to change print quality, print on specific types of paper, or use special features. For more information about selecting the best print media for your documents, see [Select print media](#).

Choose a print job to continue:

	<a href="#"><u>Print documents</u></a>
	<a href="#"><u>Print brochures</u></a>
	<a href="#"><u>Print on envelopes</u></a>
	<a href="#"><u>Print photos</u></a>
	<a href="#"><u>Print on special and custom-size paper</u></a>

### Print documents

 **NOTE:** With certain types of paper, you can print on both sides of a sheet of paper (called “two-sided printing” or “duplex printing”). For more information, see [Print on both sides \(duplexing\)](#).

Follow the instructions for your operating system.

- [Print documents \(Windows\)](#)
- [Print documents \(Mac OS X\)](#)

## Print documents (Windows)

1. Load paper in the tray. For more information, see [Load media](#).
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. To change settings, click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Change the paper orientation on the **Finishing** tab, and paper source, media type, paper size, and quality settings on the **Paper/Quality** tab. To print in black and white, click the **Color** tab, and then change the **Print in Grayscale** option.
6. Click **OK**.
7. Click **Print** or **OK** to begin printing.

## Print documents (Mac OS X)

1. Load paper in the tray. For more information, see [Load media](#).
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Change the print settings for the option provided in the pop-up menus, as appropriate for your project.

---

 **NOTE:** Click the blue disclosure triangle next to the **Printer** selection to access these options.

---

5. Click **Print** to begin printing.

## Print brochures

Follow the instructions for your operating system.

- [Print brochures \(Windows\)](#)
- [Print brochures \(Mac OS X\)](#)

## Print brochures (Windows)

---

 **NOTE:** To set print settings for all print jobs, make the changes in the HP software provided with the printer. For more information on the HP software, see [Printer management tools](#).

---

1. Load paper in the tray. For more information, see [Load media](#).
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. To change settings, click the button that opens the **Properties** dialog box. Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Change the paper orientation on the **Finishing** tab, and paper source, media type, paper size, and quality settings on the **Paper/Quality** tab. To print in black and white, click the **Color** tab, and then change the **Print in Grayscale** option.
6. Click **OK**.

7. Click **OK**.
8. Click **Print** to begin printing.

## Print brochures (Mac OS X)

1. Load paper in the tray. For more information, see [Load media](#).
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Select the appropriate brochure paper type in the **Finishing** pop-up menu.
5. Select **Best** or **Normal** in the **Color/Quality** pop-up menu.
6. Select any other print settings that you want, and then click **Print** to begin printing.

## Print on envelopes

When selecting envelopes, avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also, avoid envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.

Make sure the envelopes you load in the printer are tightly constructed and that the folds are sharply creased.

---

 **NOTE:** For more information about printing on envelopes, see the documentation available with the software program you are using.

---

Follow the instructions for your operating system.

- [Print on envelopes \(Windows\)](#)
- [Print on envelopes \(Mac OS X\)](#)

## Print on envelopes (Windows)

1. Load envelopes in the tray. For more information, see [Load media](#).
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. To change settings, click the button that opens the **Properties** dialog box.  
Depending on your software application, this button might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. On the **Finishing** tab, change the orientation to **Landscape**.
6. Click **Paper/Quality**, and then select the appropriate envelope from the **Paper Size** drop-down list.

---

 **TIP:** You can change more options for the print job by using the features available on the other tabs in the dialog box.

---

7. Click **OK**, and then click **Print** or **OK** to begin printing.

## Print on envelopes (Mac OS X)

1. Load envelopes in the tray. For more information, see [Load media](#).
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.

4. Select the appropriate envelope in the **Paper Size** pop-up menu.
5. Select the **Finishing** tab.

---

 **NOTE:** If your computer is using Mac OS X (v10.5 or v10.6), click the blue disclosure triangle next to the **Printer** selection to access these options.

6. Select any other print settings that you want, and then click **Print** to begin printing.

## Print photos

Do not leave unused photo paper in the input tray. The paper might start to curl, which could reduce the quality of your printout. Photo paper should be flat before printing.

Follow the instructions for your operating system.

- [Print photos on photo paper \(Windows\)](#)
- [Print photos on photo paper \(Mac OS X\)](#)

### Print photos on photo paper (Windows)

1. Load paper in the tray. For more information, see [Load media](#).
2. On the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. To change settings, click the option that opens the printer **Properties** dialog box. Depending on your software application, this option might be called **Properties**, **Options**, **Printer Setup**, **Printer**, or **Preferences**.
5. Click **OK**, and then click **Print** or **OK** to begin printing.

### Print photos on photo paper (Mac OS X)

1. Load paper in the tray. For more information, see [Load media](#).
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Select the appropriate photo paper type in the **Finishing** pop-up menu.
5. Select **Best** or **Normal** in the **Color/Quality** pop-up menu.
6. Select any other print settings that you want, and then click **Print** to begin printing.

## Print on special and custom-size paper

If your application supports custom-size paper, set the size in the application before printing the document. If not, set the size in the print driver. You might need to reformat existing documents to print them correctly on custom-size paper.

Use only custom-size paper that is supported by the printer. For more information, see [Media specifications](#).

---

 **NOTE:** With certain types of paper, you can print on both sides of a sheet of paper (called "two-sided printing" or "duplex printing"). For more information, see [Print on both sides \(duplexing\)](#).

Follow the instructions for your operating system.

- Print on special or custom-size paper (Mac OS X)

 **NOTE:** Before you can print on custom-size paper, you must set up the custom size in the HP software provided with the printer. For instructions, see Set up custom sizes (Mac OS X).

1. Load the appropriate paper in the tray. For more information, see Load media.
2. From the **File** menu in your software application, click **Print**.
3. Make sure the printer you want to use is selected.
4. Select the custom size created in the paper size popup..  
Select any other print settings that you want, and then click **Print** to begin printing.
5. Change any other settings, and then click **Print** to begin printing.

## Set up custom sizes (Mac OS X)

1. From the **File** menu in your software application, click **Print**.
2. Select the desired printer in the **Format for** pop-up menu.
3. Select **Manage Custom Sizes** in the **Paper Size** pop-up menu.
4. Click the + on the left side of the screen, double-click **Untitled**, and type a name for the new, custom size.
5. In the **Width** and **Height** boxes, type the dimensions, and then set the margins, if you want to customize them.
6. Click **OK**.

## Print on both sides (duplexing)

You can print on both sides of a sheet of media automatically by using the duplexer.

 **NOTE:** The printer driver does not support manual duplexing. Two-sided printing requires an HP Automatic Two-sided Printing Accessory (duplexer) to be installed on the printer.

 **TIP:** If the top and bottom margins in your document are smaller than 12 mm (0.47 inches), the document might not print out correct. To print the document correctly, turn on the fit to margin option in the printer's control panel . To do so, press the **OK** button, select **Paper Handling**, select **Fit to Margin**, and then select **On**.

## Perform two-sided printing (Windows)

1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is installed correctly. For more information, see Install the duplexer.
3. With a document open, click **Print** on the **File** menu, and then select **Print on Both Sides** on the **Finishing** tab.

4. Change any other settings, and then click **OK**.
5. Print your document.

## Perform two-sided printing (Mac OS X)

---

 **NOTE:** Follow these instructions to enable two-sided printing and to change binding options.

**Mac OS 10.5.** Click **Two-Sided Printing** under **Copies & Pages**, and then select the appropriate binding type.

**Mac OS 10.6.** On the print dialog box, click to select the **Two-Sided** check box next to the **Copies** and **Collated** options. If the **Two-Sided** option is not available, verify that the duplex accessory is enabled in the print driver. Select the binding type on the **Layout** panel.

1. Load the appropriate media. For more information, see [Guidelines for printing on both sides of a page](#) and [Load media](#).
2. Make sure the duplexer is installed correctly. For more information, see [Install the duplexer](#).
3. Verify that you are using the correct printer and page size in the **Page Setup**.
4. On the **File** menu, click **Print**.
5. Select the option to print on both sides.
6. Change any other settings, and then click **Print**.

# 3 Work with ink cartridges

To ensure the best print quality from the printer, you need to perform some simple maintenance procedures. This section provides guidelines for handling the ink cartridges, instructions for replacing the ink cartridges, and aligning and cleaning the printhead.

This section contains the following topics:

- [Information on ink cartridges and the printheads](#)
- [Check the estimated ink levels](#)
- [Replace the ink cartridges](#)
- [Store printing supplies](#)

## Information on ink cartridges and the printheads

The following tips help maintain HP ink cartridges and ensure consistent print quality.

- The instructions in this user guide are for replacing ink cartridges, and are not intended for first time installation.
- If you need to replace an ink cartridge, wait until you have the new ink cartridge available to install before removing the old cartridge.

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△ **CAUTION:** Wait until you have a new ink cartridge available before removing the old ink cartridge. Do not leave the ink cartridge outside of the printer for an extended period of time.

- Keep all ink cartridges in the original sealed packages until they are needed.
- Store ink cartridges in the same orientation packages hang on store shelves or, if out of box, with label facing down.
- Be sure to turn off the printer properly. For more information, see [Turn the printer off](#).
- Store ink cartridges at room temperature (15-35° C or 59-95° F).
- You do not need to replace the cartridges until you are prompted by the printer.
- A significant decrease in print quality might be caused by a clogged printhead. Possible solutions include cleaning the printheads. Cleaning the printheads uses some ink.
- Do not clean the printheads unnecessarily. This wastes ink and shortens the life of the cartridges.
- Handle ink cartridges carefully. Dropping, jarring, or rough handling during installation can cause temporary printing problems.
- If you are transporting the printer, do the following to prevent ink leaking from the printer or other damage from occurring to the printer:
  - Make sure you turn off the printer by pressing  (Power) button. The printhead assembly should be parked on the right side of the printer, in the service station. For more information, see [Turn the printer off](#).
  - Make sure you leave the ink cartridges and printheads installed.
  - The printer must be transported sitting flat; it should not be placed on its side, back, front, or top.

## Related topics

- [Check the estimated ink levels](#)
- [To clean the printheads](#)

## Check the estimated ink levels

You can check the estimated ink levels from the printer software or the embedded Web server. For information about using these tools, see [Printer management tools](#). You can also print the Printer Status page to view this information (see [Understand the Configuration Page](#)).

---

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

**NOTE:** If you have installed a refilled or remanufactured cartridge, or a cartridge that has been used in another printer, the ink level indicator might be inaccurate or unavailable.

**NOTE:** Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the printer and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information, see [www.hp.com/go/inkusage](http://www.hp.com/go/inkusage).

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## Replace the ink cartridges

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 **NOTE:** For information on recycling used ink supplies, see [HP inkjet supplies recycling program](#).

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If you do not already have replacement ink cartridges for the printer, see [HP supplies and accessories](#).

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 **NOTE:** At this time, some portions of the HP Web site are available in English only.

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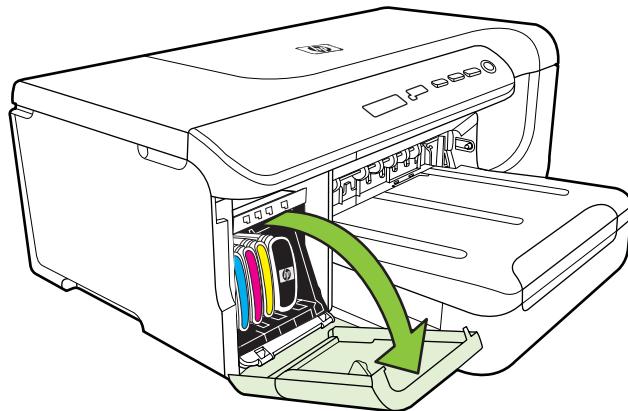
 **CAUTION:** Wait until you have a new ink cartridge available before removing the old ink cartridge. Do not leave the ink cartridge outside of the printer for an extended period of time. This can result in damage to both the printer and the ink cartridge.

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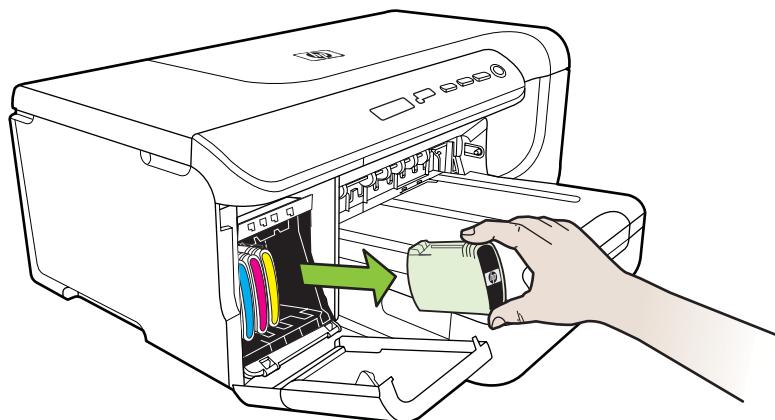
### To replace the ink cartridges

Use these steps to replace the ink cartridges.

1. Gently pull open the ink cartridge cover.



2. Remove the ink cartridge that requires replacement by grasping it and pulling it firmly toward you.



3. Remove the new ink cartridge from its package.
4. Align the cartridge with its color-coded slot and insert the cartridge into the slot. Press down firmly on the cartridge to ensure proper contact.
5. Close the ink cartridge cover.

# Store printing supplies

This section covers the following topics:

- [Store ink cartridges](#)
- [Store printheads](#)

## Store ink cartridges

Ink cartridges can be left in the printer for extended periods of time. If you remove the ink cartridges, place them in an airtight container, such as a re-sealable plastic bag.

## Store printheads

Printheads can be left in the printer for extended periods of time. However, to assure optimal printhead health, be sure to turn the printer off correctly. For more information, see [Turn the printer off](#).

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# 4 Solve a problem

The information in [Solve a problem](#) suggests solutions to common problems. If your printer is not operating correctly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following topics:

- [HP support](#)
- [General troubleshooting tips and resources](#)
- [Solve printing problems](#)
- [Solve print quality problems](#)
- [Solve paper-feed problems](#)
- [Solve printer management problems](#)
- [Troubleshoot installation issues](#)
- [Understand the Configuration Page](#)
- [Understand the network configuration page](#)
- [Clear jams](#)

## HP support

### If you have a problem, follow these steps

1. Check the documentation that came with the printer.
2. Visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support). HP online support is available to all HP customers. It is the fastest source for up-to-date printer information and expert assistance and includes the following features:
  - Fast access to qualified online support specialists
  - HP software and driver updates for the HP printer
  - Valuable troubleshooting information for common problems
  - Proactive printer updates, support alerts, and HP newsgrams that are available when you register the printerFor more information, see [Obtain electronic support](#).
3. Call HP support. Support options and availability vary by printer, country/region, and language. For more information, see [HP support by phone](#).

## Obtain electronic support

To find support and warranty information, go to the HP Web site at [www.hp.com/support](http://www.hp.com/support). If prompted, select your country/region, and then click **Contact HP** for information on calling for technical support.

This Web site also offers technical support, drivers, supplies, ordering information and other options such as:

- Access online support pages.
- Send HP an email message for answers to your questions.

- Connect with an HP technician by using online chat.
- Check for HP software updates.

You can also obtain support from the HP software for Windows or Mac OS X, which provide easy, step-by-step solutions to common printing problems. For more information, see [Printer management tools](#).

Support options and availability vary by printer, country/region, and language.

## HP support by phone

The phone support numbers and associated costs listed here are those in effect at time of publication and are applicable only for calls made on a land line. Different rates may apply for mobile phones.

For the most current HP list of telephone support numbers and call costs information, see [www.hp.com/support](#).

During the warranty period, you may obtain assistance from the HP Customer Care Center.

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 **NOTE:** HP does not provide telephone support for Linux printing. All support is provided online at the following web site: <https://launchpad.net/hplip>. Click the **Ask a question** button to begin the support process.

The HPLIP Web site does not provide support for Windows or Mac OS X. If you are using these operating systems, see [www.hp.com/support](#).

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This section contains the following topics:

- [Before you call](#)
- [Phone support period](#)
- [Telephone support numbers](#)
- [After the phone support period](#)

### Before you call

Call HP support while you are in front of the computer and the printer. Be prepared to provide the following information:

- Model number (for more information, see [Find the printer model number](#))
- Serial number (located on the back or bottom of the printer)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm or moving the printer)?

### Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico).

### Telephone support numbers

In many locations, HP provides toll free telephone support during the warranty period. However, some of the support numbers might not be toll free.

### After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: [www.hp.com/support](http://www.hp.com/support). Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

## General troubleshooting tips and resources

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 **NOTE:** Many of the following steps require HP software. If you did not install the HP software, you can install it using the HP software CD included with the printer, or you can download the HP software from the HP support Web site ([www.hp.com/support](http://www.hp.com/support)).

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Try these when you begin troubleshooting a printing problem.

- For a paper jam, see [Clear jams](#).
- For paper-feed problems, such as the paper skew and paper pick, see [Solve paper-feed problems](#).
- Power light is on and not blinking. When the printer is turned on for the first time, it takes approximately 12 minutes to initialize it after the ink cartridges are installed.
- Power cord and other cables are working, and are firmly connected to the printer. Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see [Electrical specifications](#).
- Media is loaded correctly in the input tray and is not jammed in the printer.
- All packing tapes and materials are removed.
- The printer is set as the current or default printer. For Windows, set it as the default in the Printers folder. For Mac OS X, set it as the default in the Print & Fax section of the System Preferences. See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

# Solve printing problems

This section contains the following topics:

- [The printer shuts down unexpectedly](#)
- [Alignment fails](#)
- [The printer is not responding \(nothing prints\)](#)
- [Printer takes a long time to print](#)
- [Blank or partial page printed](#)
- [Something on the page is missing or incorrect](#)
- [Placement of the text or graphics is wrong](#)

## **The printer shuts down unexpectedly**

### **Check the power and power connections**

Make sure the printer is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see [Electrical specifications](#).

## **Alignment fails**

If the alignment process fails, make sure you have loaded unused, plain white paper into the input tray. If you have colored paper loaded in the input tray when you align the ink cartridges, the alignment fails.

If the alignment process fails repeatedly, you might have a defective sensor or ink cartridge. Contact HP support. Go to [www.hp.com/support](http://www.hp.com/support). If prompted, select your country/region, and then click **Contact HP** for information on calling for technical support.

## **The printer is not responding (nothing prints)**

### **There are print jobs stuck in the print queue**

Open the print queue, cancel all documents, and then reboot the computer. Try to print after the computer reboots. Refer to the Help system for the operating system for more information.

### **Check the printer setup**

For more information, see [General troubleshooting tips and resources](#).

### **Check the HP software installation**

If the printer is turned off when printing, an alert message should appear on your computer screen; otherwise, the HP software provided with the printer might not be installed correctly. To resolve this, uninstall the HP software completely, and then reinstall the HP software.

### **Check the cable connections**

- Make sure both ends of the USB cable or Ethernet cable are secure.
- If the printer is connected to a network, check the following:
  - Check the Link light on the back of the printer.
  - Make sure you are not using a phone cord to connect the printer.

### **Check any personal firewall software installed on the computer**

The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the printer. If there is a problem communicating with the printer, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall.

## **Printer takes a long time to print**

### **Check the system configuration and resources**

Make sure the computer meets the minimum system requirements for the printer. For more information, see [System requirements](#).

### **Check the HP software settings**

Print speed is slower when you select high print-quality settings. To increase the print speed, select different print settings in the print driver. For more information, see [Print](#).

## **Blank or partial page printed**

### **Clean the printhead**

Complete the printhead cleaning procedure. For more information, see [To clean the printheads](#). The printhead may need to be cleaned if the printer was turned off incorrectly.

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 **NOTE:** Incorrectly turning off the printer can cause print quality problems like blank or partial pages. Printhead cleaning can solve these problems, but turning off the printer correctly can prevent them in the first place. Always turn the printer off by pressing the **Power** button on the printer. Wait until the **Power** light goes out before unplugging the power cord or turning off a power strip.

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### **Check the media settings**

- Make sure you select the correct print quality settings in the printer driver for the media loaded in the trays.
- Make sure the page settings in the printer driver match the page size of media loaded in the tray.

### **More than one page is being picked**

For more information on paper-feed problems, see [Solve paper-feed problems](#).

## **There is a blank page in the file**

Check the file to make sure there is no blank page.

## **Something on the page is missing or incorrect**

### **Check the Print Quality Diagnostic page**

Print a Print Quality Diagnostic page to help you decide whether to run any maintenance tools to improve the print quality of your printouts. For more information, see [Understand the Configuration Page](#).

### **Check the margin settings**

Make sure the margin settings for the document do not exceed the printable area of the printer.

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 **TIP:** If you are printing on both sides of a page and the top and bottom margins in your document are smaller than 12 mm (0.47 inches), the document might not print out correct. To print the document correctly, turn on the fit to margin option in the printer's control panel . To do so, press the **OK** button, select **Paper Handling**, select **Fit to Margin**, and then select **On**.

---

### **Check the color print settings**

Make sure **Print in Grayscale** is not selected in the print driver.

### **Check the printer location and length of USB cable**

High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

## **Placement of the text or graphics is wrong**

### **Check how the media is loaded**

Make sure the media guides fit snugly against the edges of the stack of media, and make sure the tray is not overloaded. For more information, see [Load media](#).

### **Check the media size**

- Content on a page might be cut off if the document size is larger than the media that you are using.
- Make sure the media size selected in the printer driver match the size of media loaded in the tray.

### **Check the margin settings**

If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer.

### **Check the page-orientation setting**

Make sure the media size and page orientation selected in the application match the settings in the printer driver. For more information, see [Print](#).

### **Check the printer location and length of USB cable**

High electromagnetic fields (such as those generated by USB cables) can sometimes cause slight distortions to printouts. Move the printer away from the source of the electromagnetic fields. Also, it is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields.

If the above solutions do not work, the problem may be caused by the inability of the application to interpret print settings correctly. See the release notes for known software conflicts, refer to the application's documentation, or contact the software manufacturer for specific help.

## **Solve print quality problems**

- [General print quality troubleshooting](#)
- [Meaningless characters print](#)
- [Ink is smearing](#)
- [Ink is not filling the text or graphics completely](#)
- [Output is faded or dull colored](#)
- [Colors are printing as black and white](#)
- [Wrong colors are printing](#)
- [Printout shows bleeding colors](#)
- [Colors do not line up correctly](#)
- [Text or graphics are streaked](#)
- [Something on the page is missing or incorrect](#)
- [Printhead maintenance](#)

### **General print quality troubleshooting**

#### **Check the printheads and ink cartridges**

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see [Printhead maintenance](#).

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 **NOTE:** HP cannot guarantee the quality of refilled, remanufactured, or non-HP ink cartridges.

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#### **Check the paper quality**

Make sure the media meets HP specifications, and try to print again. For more information, see [Media specifications](#).

### **Check the type of media loaded in the printer**

- Make sure the tray supports the type of media you have loaded. For more information, see [Media specifications](#).
- Make sure you have selected the tray in the print driver that contains the media that you want to use.

### **Check the printer location and length of USB cable**

It is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long to minimize the effects of these electromagnetic fields. You can also try to use a different USB cable to see if the USB cable has failed.

## **Meaningless characters print**

If an interruption occurs to a job that is printing, the printer might not recognize the rest of the job.

Cancel the print job and wait for the printer to return to the ready state. If the printer does not return to the ready state, cancel all jobs in the printer driver, power cycle the printer, and then print the document.

### **Check the cable connections**

If the printer and computer are connected with a USB cable, the problem may be due to a poor cable connection.

Make sure the cable connections at both ends are secure. If the problem persists, turn the printer off, disconnect the cable from the printer, turn on the printer without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

### **Check the document file**

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

## **Ink is smearing**

### **Check the print settings**

- When you print documents that use a lot of ink, allow more time to dry before handling the printouts. This is especially true for transparencies. In the printer driver, select the **Best** print quality, and also increase the ink drying time and reduce the ink saturation, using the ink volume under the advanced features (Windows) or ink features (Mac OS X). However, note that decreasing ink saturation might give printouts a "washed-out" quality.
- Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using another print mode, such as **Normal**, to reduce ink, or use HP Premium Paper designed for printing vivid color documents. For more information, see [Print](#).

### **Check the media type**

- Some types of media do not accept ink well. For these types of media, ink dries more slowly and smearing may occur. For more information, see [Media specifications](#).
- Make sure that the media in the tray matches the media type selected in the printer driver.

## **Ink is not filling the text or graphics completely**

### **Check the media type**

Some media types are not suitable for use with the printer. For more information, see [Media specifications](#).

### **Check the printheads**

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see [Printhead maintenance](#).

## **Output is faded or dull colored**

### **Check the print mode**

The **Draft** or **Fast** mode in the printer driver allows you to print at a faster rate, which is good for printing drafts. To get better results, select **Normal** or **Best**. For more information, see [Print](#).

### **Check the paper type setting**

When printing on transparencies or other special media, select the corresponding media type in the print driver. For more information, see [Print on special and custom-size paper](#).

## **Colors are printing as black and white**

### **Check the print settings**

Make sure **Print in Grayscale** is not selected in the printer driver. Open the HP software included with the printer, click the **Advanced** tab, and then select **Off** from the **Print in Grayscale** drop-down menu.

## **Wrong colors are printing**

### **Check the print settings**

Make sure **Print in Grayscale** is not selected in the printer driver. Open the HP software included with the printer, click the **Advanced** tab, and then select **Off** from the **Print in Grayscale** drop-down menu.

### **Check the printheads**

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see [Printhead maintenance](#).

### **Check the print cartridges.**

HP cannot guarantee the quality of refilled, remanufactured, or non-HP ink cartridges.

## **Printout shows bleeding colors**

### **Check the ink cartridges**

Make sure you are using genuine HP ink. HP cannot guarantee the quality of refilled, remanufactured, or non-HP ink cartridges. For ordering information, see [Supplies](#).

### **Check the printheads**

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see [Printhead maintenance](#).

## **Colors do not line up correctly**

### **Check the printheads**

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see [Printhead maintenance](#).

### **Check the graphics placement**

Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

## **Text or graphics are streaked**

### **Check the printheads**

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see [Printhead maintenance](#).

## **Something on the page is missing or incorrect**

### **Check the printheads**

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see [Printhead maintenance](#).

### **Check the margin settings**

Make sure the margin settings for the document do not exceed the printable area of the printer.

### **Check the color print settings**

Make sure **Print in Grayscale** is not selected in the print driver.

## **Printhead maintenance**

If printed characters are incomplete, or printouts are streaked, the ink nozzles might be clogged and you might need to clean the printheads.

When the quality of printouts deteriorates, follow these steps:

1. Check the health of the printheads. For more information, see [To check printhead health](#).
2. Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see [Printhead maintenance](#).
3. Clean the printheads. For more information, see [To clean the printheads](#).
4. Replace the printheads if the problems persist after cleaning.

This section covers the following printhead maintenance tasks:

- [To check printhead health](#)
- [To print the print quality diagnostic page](#)
- [To align the printheads](#)
- [To calibrate the linefeed](#)
- [To clean the printheads](#)
- [To clean the printhead contacts manually](#)
- [To replace the printheads](#)

### **To check printhead health**

Use one of the following means to check the printhead health. If any printhead has a Replace status, then perform one or more of the maintenance functions, or clean or replace the printhead.

- **Configuration Page:** Print the configuration page on a clean sheet of white paper, and check the printhead health section. For more information, see [Understand the Configuration Page](#).
- **Embedded Web server:** Open the embedded Web server. For more information, see [To open the embedded Web server](#). Click the **Tools** tab, and then click **Ink Gauge** in the left pane.
- **HP Software (Windows):** Open the HP software that was included with the printer. Click the **Information** tab, and then click **Printhead Health**.
- **HP Utility (Mac OS X):** Click **Printhead Health** from the **Information and Support** panel.

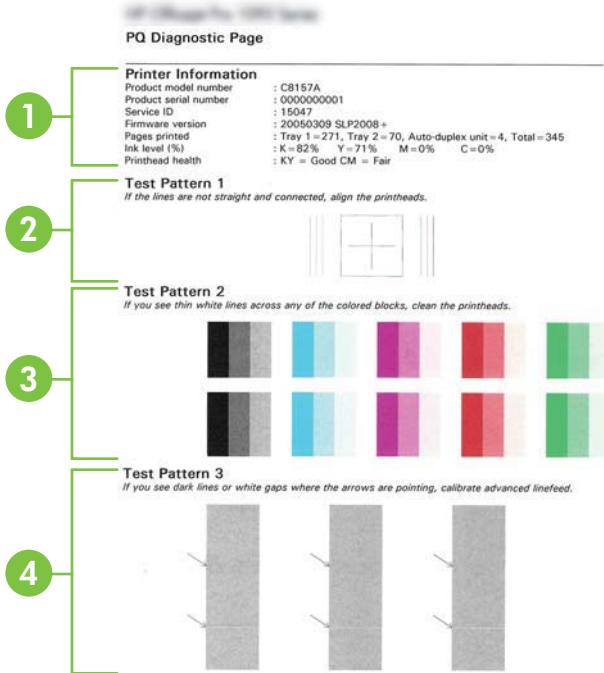
## To print the print quality diagnostic page

Use the print quality diagnostic page to diagnose issues affecting the print quality. This helps you decide whether to run any maintenance tools to improve the print quality of your printouts. You can also view the ink level information, and the printhead health status on the page.

- 
-  **NOTE:** Before printing the print quality diagnostic page, make sure you load paper. For more information, see [Load media](#).

Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

- 
- **Control panel:** Press the **OK** button, select **Information** and then press the **OK** button. Press right arrow ► to select **Print Quality Page** and then press the **OK** button.
  - **Embedded Web server:** Click the **Tools** tab, click **Print Quality Toolbox** in the left pane, select **Print Quality Report**.
  - **HP Software (Windows):** Open the HP software that was included with the printer. Click the **Device Services** tab, and then click **Print the Print Quality Diagnostic Page** and follow the onscreen instructions.
  - **HP Utility (Mac OS X):** Click **Print Quality Diagnostics** from the **Information and Support** panel.



- |   |  |
|---|--|
| 1 | <b>Printer Information:</b> Shows printer information (such as the printer model number, serial number, and firmware version number), the number of pages printed from the trays and duplexer, the ink level information, and the printhead health status.<br><br><b>NOTE:</b> Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so. |
| 2 | <b>Test Pattern 1:</b> If the lines are not straight and connected, align the printheads. For more information, see <a href="#">To align the printheads</a> .  |
| 3 | <b>Test Pattern 2:</b> If there are thin white lines across any of the colored blocks, clean the printheads. For more information, see <a href="#">To clean the printheads</a> .<br><br><b>NOTE:</b> If there are thin white lines across all the color blocks and thin white lines across the gray blocks in Test Pattern 3, do NOT clean the printhead. Calibrate the linefeed instead. For more information, see <a href="#">To calibrate the linefeed</a> .  |
| 4 | <b>Test Pattern 3:</b> If there are dark lines or white gaps where the arrows are pointing, calibrate the linefeed. For more information, see <a href="#">To calibrate the linefeed</a> .  |

### To align the printheads

Whenever you replace a printhead, the printer automatically aligns the printheads to ensure the best print quality. However, if the lines in Test Pattern 1 on the Print Quality

Diagnostic page are not straight and connected, you can start the alignment process manually. For more information, see [Understand the Configuration Page](#).

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 **NOTE:** Before aligning the printheads, make sure you load plain paper. For more information, see [Load media](#).

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- **Control panel:** Press the **OK** button, press the right arrow ▶ to select **Maintenance** and then press the **OK** button. Press **OK** again when **Print Quality** appears. Press right arrow ▶ to select **Print Alignment** and then press the **OK** button.
- **Embedded Web server:** Click the **Tools** tab, click **Print Quality Toolbox** in the left pane, and click **Align Printer**.
- **HP Software (Windows):** Open the HP software that was included with the printer. Click **Printer Actions**, click **Maintenance Tasks**, and then click **Align Printheads**.
- **HP Utility (Mac OS X):** Click **Align** from the **Information and Support** panel.

#### To calibrate the linefeed

If Test Pattern 3 on the Print Quality Diagnostic page shows white gaps or dark lines, you need to calibrate the linefeed. For more information, see [Understand the Configuration Page](#).

- **Control panel:** Press the **OK** button, press the right arrow ▶ to select **Maintenance** and then press the **OK** button. Press **OK** again when **Print Quality** appears. Press right arrow ▶ to select **Calibrate Linefeed** and then press the **OK** button.
- **Embedded Web server:** Click the **Tools** tab, click **Print Quality Toolbox** in the left pane, and click **Calibrate Linefeed**.
- **HP Software (Windows):** Open the HP software that was included with the printer. Click the **Device Services** tab, and then click **Linefeed Calibration** and follow the onscreen instructions.
- **HP Utility (Mac OS X):** Click **Calibrate Linefeed** from the **Information and Support** panel.

#### To clean the printheads

To determine whether the printheads need to be cleaned, print a Print Quality Diagnostic page. For more information, see [Understand the Configuration Page](#).

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 **NOTE:** Cleaning uses ink, so clean the printheads only when necessary.

The cleaning process takes a few minutes. Some noise might be generated in the process.

Before cleaning the printheads, make sure you load paper. For more information, see [Load media](#).

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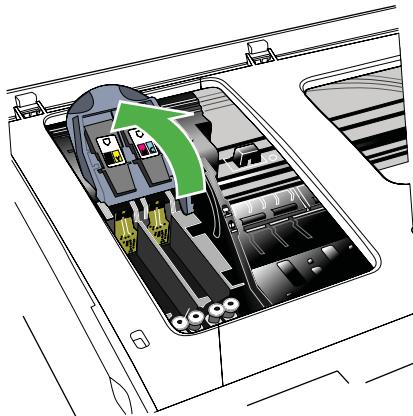
- **Control panel:** Press the **OK** button, press the right arrow ▶ to select **Maintenance** and then press the **OK** button. Press **OK** again when **Print Quality** appears. Press right arrow ▶ to select **Clean Printhead** and then press the **OK** button.
- **Embedded Web server:** Click the **Tools** tab, click **Printer Quality Toolbox** in the left pane, and click **Clean Printhead**.
- **HP Utility (Mac OS X):** Click **Clean** from the **Information and Support** panel.

### To clean the printhead contacts manually

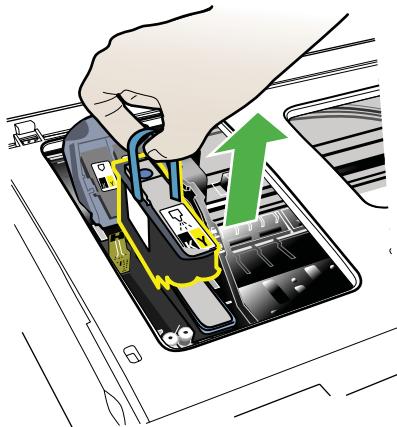
After the printheads are installed, you might get a control-panel message telling you the printer cannot print. If you receive this message, you might need to clean the electrical contacts on the printheads and in the printer. Make sure there is paper in the printer before you start. See [Load media](#) for more information.

△ **CAUTION:** Electrical contacts contain sensitive electronic components that can be damaged easily.

1. Open the top cover.
2. If the carriage does not move to the left automatically, press and hold the **OK** button until the carriage moves to the left. Wait for the carriage to stop moving, and then unplug the power cord from the printer.
3. Lift the printhead latch.



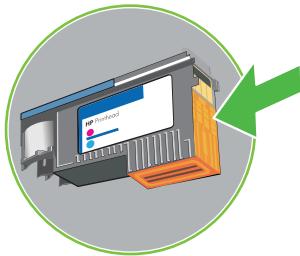
4. Lift the handle of the printhead and use it to pull the printhead out of its slot.



5. Obtain clean, dry, soft and lint-free cleaning material. Suitable materials include paper coffee filters and eyeglass lens cleaning paper.

**CAUTION:** Do not use water.

6. Wipe the electrical contacts on the printhead but do not touch the nozzles.



**NOTE:** The electrical contacts are small copper-color squares, grouped on one face of the printhead.

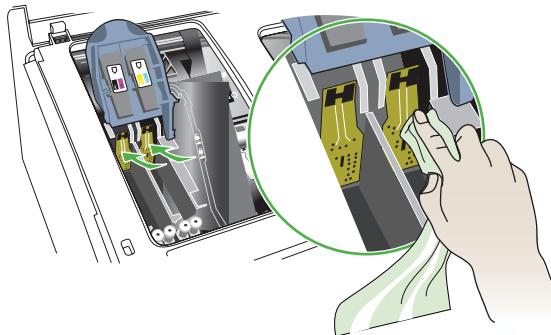
The nozzles are on a different face of the printhead. Ink is visible on the nozzles.

**CAUTION:** Touching the nozzles can cause permanent nozzle damage.

**CAUTION:** Ink can permanently mark clothing.

7. After cleaning, place the printhead on a sheet of paper or paper towel. Make sure the nozzles are facing up and are not in contact with the paper.

8. Clean the electrical contacts in the printhead slot inside the printer with a clean, dry, soft and lint-free cloth.



9. Plug in the power cord and turn on the printer. The control panel should indicate that the printhead is missing.
10. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
11. Where necessary, repeat the steps for the remaining printheads.
12. Pull the printhead latch all the way forward, and then press down to ensure that the latch is engaged correctly. You might have to apply some pressure to engage the latch.
13. Close the top cover.
14. If the control-panel message remains, repeat the cleaning procedure for the printhead that corresponds to the message.
15. If the control-panel message remains, replace the printhead which corresponds to the message.
16. Wait while the printer initializes the printheads and prints the alignment pages. If the printer does not print the pages, start the alignment process manually. For more information, see [To align the printheads](#).

### To replace the printheads

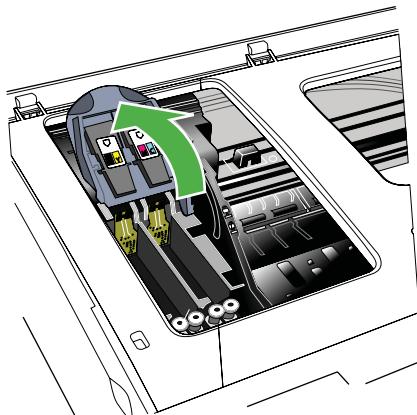
 **NOTE:** To find out which printheads work with your printer, see [Supplies](#).

Replace the printheads only when the printhead health indicates that the printheads need replacement. For more information, see [To check printhead health](#).

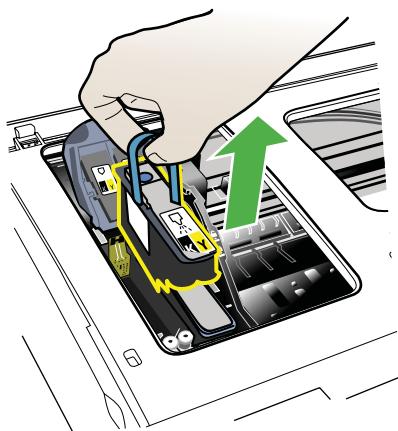
Use these instructions to replace a printhead.

1. Open the top cover.
2. If the carriage does not move to the left automatically, press and hold the **OK** button until the carriage moves to the left. Wait for the carriage to stop moving.

3. Lift the printhead latch.



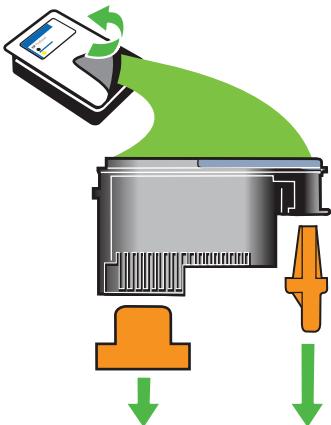
4. Lift the handle of a printhead and use it to pull the printhead out of its slot.



5. Before installing a printhead, shake the printhead up and down at least six times while the printhead is still in its packaging.



6. Remove the new printhead from its package, and then remove its orange protective caps.



 **CAUTION:** Do not shake printheads after the caps are removed.

7. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
8. Pull the printhead latch all the way forward, and then press down to ensure that the latch is engaged correctly. You might have to apply some pressure to engage the latch.
9. Close the top cover.
10. Wait while the printer initializes the printheads and prints the alignment pages. If the printer does not print the pages, start the alignment process manually. For more information, see [To align the printheads](#).

# Solve paper-feed problems

## Media is not supported for the printer or tray

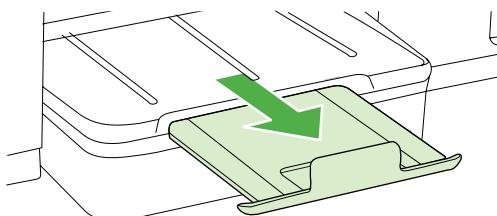
Use only media that is supported for the printer and the tray being used. For more information, see [Media specifications](#).

## Media is not picked up from a tray

- Make sure media is loaded in the tray. For more information, see [Load media](#). Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- When using thin special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)
- If you are using thick special media (such as brochure paper), load media so that the tray is between 1/4 and 3/4 full. If necessary, place the media on top of other paper of the same size so that the stack height is within this range.

## Media is not coming out correctly

- Make sure the output tray extender is fully extended; otherwise, printed pages may fall off the printer.



- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.

## Pages are skewing

- Make sure the media loaded in the trays is aligned to the paper guides. If needed, reload the media correctly, making sure that the paper guides are aligned correctly.
- Load media into the printer only when it is not printing.

### Multiple pages are being picked up

- Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.
- Make sure the tray is not overloaded with paper.
- When using thin special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)
- If you are using thick special media (such as brochure paper), load media so that the tray is between 1/4 and 3/4 full. If necessary, place the media on top of other paper of the same size so that the stack height is within this range.
- Use HP media for optimum performance and efficiency.

## Solve printer management problems

This section provides solutions to common problems that involve managing the printer. This section contains the following topic:

- Embedded Web server cannot be opened

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 **NOTE:** To use the embedded EWS, the printer must be connected to a network using either an Ethernet connection. You cannot use the embedded Web server if the printer is connected to a computer with a USB cable.

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### Embedded Web server cannot be opened

#### Check your network setup

- Make sure you are not using a phone cord or a crossover cable to connect the printer to the network.
- Make sure the network cable is securely connected to the printer.
- Make sure the network hub, switch, or router is turned on and working correctly.

#### Check the computer

Make sure the computer that you are using is connected to the network.

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 **NOTE:** To use the EWS, the printer must be connected to a network using either an Ethernet connection. You cannot use the embedded Web server if the printer is connected to a computer with a USB cable.

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Press the **OK** button, select **Information** and then press the **OK** button. Press right arrow to select **Network Config Page** and then press the **OK** button.

### **Check your Web browser**

- Make sure the Web browser meets the minimum system requirements. For more information, see [System requirements](#).
- If your Web browser uses any proxy settings to connect to the Internet, try turning off these settings. For more information, see the documentation available with your Web browser.
- Make sure JavaScript and cookies are enabled in your Web browser. For more information, see the documentation available with your Web browser.

### **Check the printer IP address**

- To check the IP address of the printer, obtain the IP address by printing a network configuration page. Touch right arrow , select **Information** , and then select **Network Config Page**.

- Ping the printer using the IP address from the command prompt.

For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:

C:\>Ping 123.123.123.123

Or, in Mac OS X, use one of the following methods:

- Open Terminal (available in the Applications > Utilities folder) and type the following: ping 123.123.123
- Open the Network Utility (available in the Applications > Utilities folder) and click the **Ping** tab.

If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

## **Troubleshoot installation issues**

If the following topics do not help, see [HP support](#) for information about HP support.

- [Hardware installation suggestions](#)
- [HP software installation suggestions](#)
- [Solve network problems](#)

### **Hardware installation suggestions**

#### **Check the printer**

- Make sure that all packing tape and material have been removed from outside and inside the printer.
- Make sure that the printer is loaded with paper.
- Make sure that no lights are on or blinking except the Ready light, which should be on. If the Attention light is blinking, check for messages on the printer control panel.

### **Check the hardware connections**

- Make sure that any cords and cables that you are using are in good working order.
- Make sure that the power cord is connected securely to both the printer and to a working power outlet.

### **Check the printheads and ink cartridges**

- Make sure that all of the printheads and ink cartridges are firmly installed in their correct, color-coded slot. Press down firmly on each one to ensure proper contact. The printer cannot work if they are not all installed.
- Make sure that the printhead latch is closed correctly.
- If the display shows a printhead error message, clean the contacts on the printheads.

## **HP software installation suggestions**

### **Check the computer system**

- Make sure that your computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.
- In the Windows printer manager, make sure that the USB drivers have not been disabled.

### **Verify installation preliminaries**

- Make sure to use the installation CD that contains the correct HP software for your operating system.
- Before installing HP software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the installation CD in the CD-ROM drive, inspect the installation CD for damage. You can download the print driver from the HP Web site ([www.hp.com/support](http://www.hp.com/support)).

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 **NOTE:** After correcting any problems, run the installation program again.

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## **Solve network problems**

### **General network troubleshooting**

- If you are unable to install the HP software, verify that:
  - All cable connections to the computer and the printer are secure.
  - The network is operational and the network hub is turned on.
  - All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.

- Make sure the printer is installed on the same subnet as the computers that use the printer.
- If the installation program cannot discover the printer, print the network configuration page and enter the IP address manually in the installation program. For more information, see [Understand the network configuration page](#).
- If you are using a computer running Windows, make sure that the network ports created in the print driver match the printer IP address:
  - Print the printer's network configuration page.
  - Click **Start**, then click **Printers or Printers and Faxes**.
    - Or -
    - Click **Start**, click **Control Panel**, and then double-click **Printers**.
  - Right-click the printer icon, click **Properties**, and then click the **Ports** tab.
  - Select the TCP/IP port for the printer, and then click **Configure Port**.
  - Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
  - Click **OK** twice to save the settings and close the dialog boxes.

#### **Problems connecting to a wired network**

- If the **Network** light on the printer control panel does not turn on, make sure that all of the “General network troubleshooting” conditions are met.
- Though it is not recommended that you assign the printer with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.

#### **To reset the printer's network settings**

1. Press the **OK** button.
2. Press the right arrow ► to select **Configure Device** and then press the **OK** button.
3. Press the right arrow ► to select **Restore Factory Setting** and then press the **OK** button.

---

 **NOTE:** Resetting the printer's network settings also resets the printer's firewall settings. For more information about configuring the printer's firewall settings, see [Configure the printer's firewall settings](#)

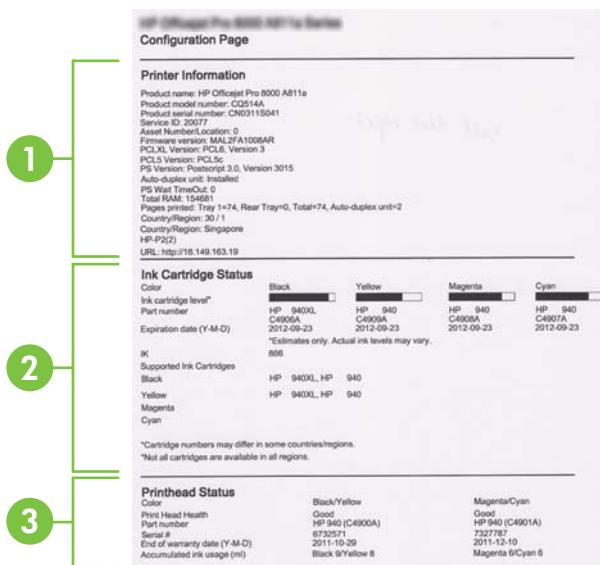
---

## **Understand the Configuration Page**

Use the Configuration page to view current printer information and ink cartridge status. Also use the Configuration page to help you troubleshoot problems with the printer.

The Configuration page also contains a log of recent events.

If you need to call HP, it is often useful to print the Configuration page before calling.



- 1. Printer Information:** Shows printer information (such as the printer name, model number, serial number, and firmware version number), the accessories that are installed (such as the duplexer), and the number of pages printed from the trays and accessories.
- 2. Ink Cartridge Status:** Shows the estimated ink levels (represented in graphical form as gauges) and the part numbers and expiration dates of the ink cartridges.

---

**NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

---

- 3. Printhead Status:** Shows the status of the printhead health and the part numbers, first-installation dates, and end-of-warranty dates of the printheads, as well as the accumulated ink usage. The status options for the printhead are: good, fair, and replace. If the status is "fair," then the print quality must be monitored, but the printhead does not need to be replaced. If the status is "replace," then the printhead must be replaced.

### To print the Configuration page

- **Control panel:** Press the **OK** button, select **Information** and then press the **OK** button. Press the right arrow ► to select **Print Configuration Page** and then press the **OK** button.

---

 **NOTE:** For models that are connected to a network, the network configuration page will also be printed.

- **HP Utility (Mac OS X):** Click **Device Information** from the **Information and Support** panel, and then click **Print Configuration Page**.
- **Embedded Web Server:** Click **Tools**, click **Printer Information** in the left panel, and then click **Print Self Test Page**.

## Understand the network configuration page

If the printer is connected to a network, you can print a network configuration page to view the network settings for the printer. You can use the network configuration page

to help troubleshoot network connectivity problems. If you need to call HP, it is often useful to print this page before calling.

HP Network Configuration Page			
<b>General Information</b>			
Network Status	Ready	Wired	
Active Connection Type			
URL(s) for Embedded Web Server	http://HP4D1899		
Firmware Revision	MAL2F1A1008AR		
Hostname	HP4D1899		
Serial Number	CN0311S041		
Admin Password	Not Set		
<b>802.3 Wired</b>			
Hardware Address (MAC)	d8:d3:85:4d:18:99		
Link Configuration	100TX - Full		
<b>IPv4</b>			
IP Address	16.149.163.19		
Subnet Mask	255.255.248.0		
Default Gateway	16.149.160.1		
Configuration Source	DHCP		
Primary DNS Server	16.110.135.01		
Secondary DNS Server	16.110.132.02		
Total Packets Transmitted	1196		
Total Packets Received	154532		
<b>IPv6</b>			
Primary DNS Server	::		
Secondary DNS Server	::		
Address	FE80::DAD3:85FF:FE4D:1899	Prefix Length	Configured By
	64		Self
<b>Port 9100</b>			
Status	Enabled		
<b>LPD</b>			
Status	Enabled		
<b>Bonjour</b>			
Status	Enabled		
Service Name	Officejet Pro 8000 A811a [4D1899]		
<b>SLP</b>			
Status	Enabled		
<b>Microsoft Web Services</b>			
<b>WS Discovery</b>			
Status	Enabled		
<b>WS Print</b>			
Status	Enabled		
<b>SNMP</b>			
Status	Read-write enabled		
SNMP Version	v1		
Set Community Name	Not Specified		
Get Community Name	Not Specified		
<b>WINS</b>			
Status	Enabled		
Primary Server	16.230.57.248	Configured By	DHCP
Secondary Server	16.238.57.248		DHCP

- 1. General Information:** Shows information about the current status and active connection type of the network, and other information, such as the URL of the embedded Web server.
- 2. 802.3 Wired:** Shows information about the active wired network connection, such as the IP address, subnet mask, default gateway, as well as the hardware address of the printer.

**3. Miscellaneous:** Shows information about more advanced network settings.

- **Port 9100:** The printer supports raw IP printing through TCP Port 9100. This HP-proprietary TCP/IP port on the printer is the default port for printing. It is accessed by HP software (for example, the HP Standard Port).
- **LPD:** Line Printer Daemon (LPD) refers to the protocol and programs associated with line-printer spooling services that may be installed on various TCP/IP systems.

---

 **NOTE:** The LPD functionality can be used with any host implementation of LPD that complies with the RFC 1179 document. The process for configuring printer spoolers, however, might differ. See your system documentation for information about configuring these systems.

---

- **Bonjour:** Bonjour services (which use mDNS, or Multicast Domain Name System) are typically used on small networks for IP address and name resolution (through UDP port 5353), where a conventional DNS server is not used.
- **SLP:** Service Location Protocol (SLP) is an Internet standard network protocol that provides a framework to allow networking applications to discover the existence, location, and configuration of networked services in enterprise networks. This protocol simplifies discovery and use of network resources such as printers, Web servers, fax machines, video cameras, file systems, backup devices (tape drives), databases, directories, mail servers, calendars.
- **Microsoft Web Services:** Enable or disable the Microsoft Web Services Dynamic Discovery (WS Discovery) protocols or Microsoft Web Services for Devices (WSD) Print services supported on the printer. Disable unused print services to prevent access through those services.

---

 **NOTE:** For more information about WS Discovery and WSD Print, visit [www.microsoft.com](http://www.microsoft.com).

---

- **SNMP:** SNMP (Simple Network Management Protocol) is used by network management applications for printer management. The printer supports SNMPv1 protocol on IP networks.
- **WINS:** If you have a Dynamic Host Configuration Protocol (DHCP) server on your network, the printer automatically obtains its IP address from that server and registers its name with any RFC 1001 and 1002-compliant dynamic name services as long as a WINS server IP address has been specified.

**4. Connected PC(s):** Lists the computers connected to this printer, as well as the last time these computers accessed the printer.

### To print the Network Configuration page

- **Control panel:** Press the **OK** button, select **Information** and then press the **OK** button. Press right arrow ► to select **Network Configuration Page** and then press the **OK** button.

---

 **NOTE:** For models that are connected to a network, the network configuration page will also be printed.

---

- **HP Utility (Mac OS X):** Click **Device Information** from the **Information and Support** panel, and then click **Print Network Configuration Page**.
- **Embedded Web Server:** Click the **Network** tab, click **Status** in the left panel under **Wired (802.3)**, and then click **Network Configuration Page**.

## Clear jams

Occasionally, media becomes jammed during a job. Try the following remedies before you attempt to clear the jam.

- Make sure that you are printing with media that meets specifications. For more information, see [Media specifications](#).
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the printer is clean.
- Make sure that the trays are loaded correctly and are not too full. For more information, see [Load media](#).

This section contains the following topics:

- [Clear paper jams](#)
- [Avoid paper jams](#)

### Clear paper jams

If the paper was loaded in the input tray, you might need to clear the paper jam from the duplexer.

## To clear a jam

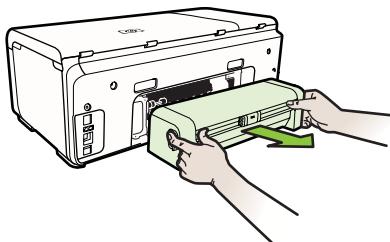
Use these steps to clear a paper jam.

1. Remove all media from the output tray.

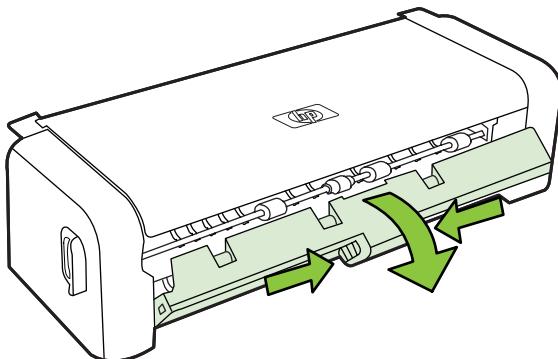
⚠ **CAUTION:** Trying to clear a paper jam from the front of the printer can damage the print mechanism. Always access and clear paper jams through the duplexer.

2. Check the duplexer.

- a. Push the button on either side of the duplexer, and then remove the panel or unit.



- b. Locate any jammed media inside the printer, grasp it with both hands and then pull it towards you.
- c. If the jam is not there, push the latch on the top of the duplexer and lower its cover. If the jam is inside, carefully remove it. Close the cover.



- d. Reinsert the duplexer into the printer.
3. Open the top cover and remove any debris.
  4. If you have not found the jam and have Tray 2 installed, pull out the tray and remove the jammed media, if possible. If not, do the following:
    - a. Ensure the printer is turned off and disconnect the power cord.
    - b. Lift the printer off Tray 2.

- c. Remove the jammed media from the bottom of the printer or from Tray 2.
    - d. Reposition the printer on top of Tray 2.
  5. Open the print carriage access door. If there is paper remaining inside the printer, ensure the carriage has moved to the right of the printer, free any paper scraps or wrinkled media, and pull the media towards you through the top of the printer.
- 
- ⚠️ WARNING!** Do not reach into the printer when it is on and the carriage is stuck. When you open the print carriage access door, the carriage should return to its position on the right side of the printer. If it does not move to the right, turn off the printer before you remove any jam.
- 
6. After clearing the jam, close all covers, turn on the printer (if you turned it off) and resend the print job.

## Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the output tray frequently.
- Prevent curled or wrinkled paper by storing all unused paper flat in a re-sealable bag.
- Ensure that paper loaded in the input tray lays flat and the edges are not bent or torn.
- Do not combine different paper types and paper sizes in the input tray; the entire stack of paper in the input tray must be the same size and type.
- Adjust the paper-width guide in the input tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the input tray.
- Do not force paper too far forward in the input tray.
- Use paper types that are recommended for the printer. For more information, see [Media specifications](#).

---

# A Technical information

This section contains the following topics:

- [Warranty information](#)
- [Printer specifications](#)
- [Regulatory information](#)
- [Environmental product stewardship program](#)
- [Third-party licenses](#)

## **Warranty information**

This section contains the following topics:

- [Hewlett-Packard limited warranty statement](#)
- [Ink cartridge warranty information](#)

## Hewlett-Packard limited warranty statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads (only applies to products with customer replaceable printheads)	1 year
Accessories	1 year unless otherwise stated

A. Extent of limited warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
  - a. Improper maintenance or modification;
  - b. Software, media, parts, or supplies not provided or supported by HP;
  - c. Operation outside the product's specifications;
  - d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
  - a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
  - b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
  - c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

**HP Limited Warranty**

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

**You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.**

**Ireland:** Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2

**United Kingdom:** Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

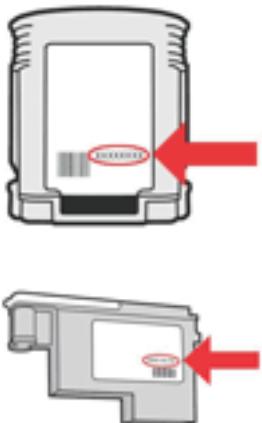
**Malta:** Hewlett Packard International Trade BV, Branch 48, Sqaq Nru 2, Triq ix-Xatt, Pieta MSD08, Malta

**South Africa:** Hewlett-Packard South Africa Ltd, 12 Autumn Street, Rivonia, Sandton, 2128, Republic of South Africa

## Ink cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printer. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY-MM format, may be found on the product as indicated:



## Printer specifications

This section contains the following topics:

- [Physical specifications](#)
- [Product features and capacities](#)
- [Processor and memory specifications](#)
- [System requirements](#)
- [Network protocol specifications](#)
- [Embedded Web server specifications](#)
- [Media specifications](#)
- [Print specifications](#)
- [Environmental specifications](#)
- [Electrical specifications](#)
- [Acoustic emission specifications \(print in Draft mode, noise levels per ISO 7779\)](#)

### Physical specifications

#### **Size (width x height x depth)**

**Printer with duplexer:** 494 x 180 x 479 mm (19.5 x 7.1 x 18.9 inches)

**With Tray 2:** Adds 66 mm (2.6 inches) to the height of the printer.

#### **Printer weight (does not include printing supplies)**

**Printer with duplexer:** 7.8 kg (17.2 lb)

**With Tray 2:** Adds 2.6 kg (5.7 lb)

### Product features and capacities

Feature	Capacity
Connectivity	<ul style="list-style-type: none"> <li>• USB 2.0-compliant high speed</li> <li>• Wired network</li> </ul>
Print method	Drop-on-demand thermal inkjet printing
Ink cartridges	Four ink cartridges (one each for black, cyan, magenta, and yellow) <b>NOTE:</b> Not all ink cartridges are supported in all countries/regions.
Printheads	Two printheads (one black and yellow, and one magenta and cyan)
Supply yields	Visit <a href="http://www.hp.com/go/learnaboutsupplies/">www.hp.com/go/learnaboutsupplies/</a> for more information on estimated ink cartridge yields.
Printer languages	HP PCL 5e, PCL 6, PostScript® 3™ emulation
Font support	HP 80 Fonts (includes 45 scalable True Type fonts, 35 build-in PostScript language fonts and one bit-mapped line printer font).
Duty cycle	Up to 15,000 pages per month

## **Processor and memory specifications**

### **Printer processor**

360MHz ARM4, ETM (16 bit)

### **Printer memory**

- 256 MB built-in RAM
- 16 MB built-in Flash ROM

## **System requirements**

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 **NOTE:** For the most current information about supported operating systems and system requirements, visit <http://www.hp.com/support/>.

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### **Client operating systems supported**

- Microsoft Windows Vista Business, Enterprise, Home Basic, Home Premium, and Ultimate; x86 and x64
- Microsoft Windows XP (SP2 and later) Home Edition, and Professional; x86 and x64
- Microsoft Windows 7 Starter, Home Premium, Professional, Enterprise, and Ultimate; x86 and x64 (Windows 7 Logo Program tested, Windows 7 Release Candidate 1, build 7100)
- Mac OS X v10.5, v10.6

### **Server operating systems supported**

- Microsoft Windows Server 2008 Datacenter (SP1), Enterprise and Standard Editions
  - Architectures: x86 and x64
  - Services: Terminal Server, Cluster Server
- Microsoft Windows Server 2003 (SP1 and later) Datacenter, Enterprise, and Standard Editions
  - Architectures: x86 and x64
  - Services: Terminal Server, Cluster Server
- Citrix Presentation Server 4.0 and 4.5
- Citrix XenApp 5.0.1
- Novell NetWare 6.5 SP7
- Novell iPrint Client for Windows 5.12
- Novell iPrint Client for Windows Vista 5.08
- Novell iManager 2.7
- Mac OS X v10.5.8, v10.6: PowerPC G4, G5, or Intel Core processor, 300 MB free hard disk space

## **Network protocol specifications**

### **Network operating system compatibility**

- Windows XP (32-bit) (Professional and Home Editions), Windows Vista 32-bit and 64-bit (Ultimate Edition, Enterprise Edition and Business Edition), Windows 7 (32-bit and 64-bit)
- Windows Small Business Server 2003 32-bit and 64-bit, Windows 2003 Server 32-bit and 64-bit, Windows 2003 Server R2 32-bit and 64-bit (Standard Edition, Enterprise Edition)
- Windows Small Business Server 2008 64-bit, Windows 2008 Server 32-bit and 64-bit, Windows 2008 Server R2 64-bit (Standard Edition, Enterprise Edition)
- Citrix XenDesktop 4
- Citrix XenServer 5.5
- Mac OS X v.10.5, v10.6
- Microsoft Windows 2003 Server Terminal Services

- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.0
- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.5
- Microsoft Windows 2003 Server Terminal Services with Citrix XenApp 5.0
- Microsoft Windows 2003 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Microsoft Windows 2003 Small Business Server Terminal Services
- Microsoft Windows Server 2008 Terminal Services
- Microsoft Windows Small Business Server 2008 Terminal Services
- Microsoft Windows 2008 Server Terminal Services with Citrix XenApp 5.0
- Novell Netware 6.5, Open Enterprise Server 2

#### **Compatible network protocols**

TCP/IP

#### **Network management**

Embedded Web server (Ability to remotely configure and manage network printers)

### **Embedded Web server specifications**

#### **Requirements**

- A TCP/IP-based network (IPX/SPX-based networks are not supported)
- A Web browser (either Microsoft Internet Explorer 7.0 or higher, Mozilla Firefox 3.0 or higher, Safari 3.0 or higher, or Google Chrome 3.0 or higher)
- A network connection (you cannot use the embedded Web server connected directly to a computer with a USB cable)
- An Internet connection (required for some features)

---

 **NOTE:** You can open the embedded Web server without being connected to the Internet. However, some features are not available.

**NOTE:** The embedded Web server must be on the same side of a firewall as the printer.

---

### **Media specifications**

Use these tables to determine the correct media to use with your printer, and determine what features work with your media.

- Understand specifications for supported media
- Guidelines for printing on both sides of a page

#### **Understand specifications for supported media**

Use the tables to determine the correct media to use with your printer, and to determine what features work with your media.

- Understand supported sizes
- Understand supported media types and weights

#### **Understand supported sizes**

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 **NOTE:** Tray 2 is available with some models.

---

**NOTE:** If you are using the duplexer, the minimum top and bottom margins must be at least 12 mm (0.47 inch).

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Media size	Tray 1	Tray 2	Duplexer
<b>Standard media sizes</b>			
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)	✓	✓	✓
8.5 x 13 inches (216 x 330 mm)	✓	✓	
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)	✓	✓	
A4 (210 x 297 mm; 8.3 x 11.7 inches)	✓	✓	✓
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)	✓	✓	✓
U.S. Statement (140 x 216 mm; 5.5 x 8.5 inches)	✓		
B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)	✓	✓	✓
A5 (148 x 210 mm; 5.8 x 8.3 inches)	✓		✓
10 x 15 cm	✓		✓
16K (197 x 273 mm; 7.75 x 10.75 inches)	✓		✓
16K (195 x 270 mm; 7.7 x 10.6 inches)	✓		✓
16K (184 x 260 mm; 7.25 x 10.25 inches)	✓		✓
<b>Envelopes</b>			
U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)	✓		
Monarch Envelope (98 x 191 mm; 3.88 x 7.5 inches)	✓		
B5 Envelope (176 x 250 mm; 6.7 x 9.8 inches)	✓		
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)	✓		
C5 Envelope (162 x 229 mm; 6.4 x 9 inches)	✓		
C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)	✓		
Japanese Envelope Chou #3 (120 x 235 mm; 4.7 x 9.3 inches)	✓		
Japanese Envelope Chou #4 (90 x 205 mm; 3.5 x 8.1 inches)	✓		
<b>Cards</b>			

## Appendix A

(continued)

Media size	Tray 1	Tray 2	Duplexer
Index card (76.2 x 127 mm; 3 x 5 inches)	✓		
Index card (102 x 152 mm; 4 x 6 inches)	✓		✓
Index card (127 x 179 mm; 5 x 7 inches)	✓		
Index card (127 x 203 mm; 5 x 8 inches)	✓		✓
A6 card (105 x 148.5 mm; 4.13 x 5.83 inches)	✓		
<b>Other media</b>			
Custom-sized media between 76.2 to 216 mm wide and 127 to 356 mm long (3 to 8.5 inches wide and 5 to 14 inches long)	✓		

**Understand supported media types and weights**

 **NOTE:** Tray 2 is available with some models.

Tray	Type	Weight	Capacity
Tray 1	Paper	60 to 105 g/m <sup>2</sup> (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1 inch stacked)
	Transparencies		Up to 70 sheets (17 mm or 0.67 inch stacked)
	Photo media	250 g/m <sup>2</sup> (66 lb bond)	Up to 100 sheets (17 mm or 0.67 inch stacked)
	Labels		Up to 100 sheets (17 mm or 0.67 inch stacked)
	Envelopes	75 to 90 g/m <sup>2</sup> (20 to 24 lb bond envelope)	Up to 30 sheets (17 mm or 0.67 inch stacked)
	Cards	Up to 200 g/m <sup>2</sup> (110 lb index)	Up to 80 cards
Tray 2	Plain paper only	60 to 105 g/m <sup>2</sup> (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1.0 inch stacked)
Duplexer	Paper	60 to 105 g/m <sup>2</sup>	Not applicable

(continued)

Tray	Type	Weight	Capacity
		(16 to 28 lb bond)	
Output-bin	All supported media		Up to 150 sheets of plain paper (text printing)

### Guidelines for printing on both sides of a page

- Always use media that conforms to the printer specifications. For more information, see [Media specifications](#).
- Specify two-sided printing options in your application or in the printer driver.
- Do not print on both sides of transparencies, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m<sup>2</sup>) or heavier than 28 lb bond (105 g/m<sup>2</sup>). Jams might occur with these media types.
- Several kinds of media require a specific orientation when you print on both sides of a page. These include letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the printer prints the first side of the media first. Load the media with the print side facing down.
- For auto-duplexing, when printing finishes on one side of the media, the printer holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the printer and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.
- You can print on both sides of supported custom-sized media by turning the media over and feeding it into the printer again. For more information, see [Media specifications](#).

## Print specifications

### Black print resolution

Up to 600 dpi with pigmented black ink

### Color print resolution

Up to 600 dpi

## Environmental specifications

### Operating environment

Operating temperature: 5° to 40° C (41° to 104° F)

Recommended operating conditions: 15° to 32° C (59° to 90° F)

Recommended relative humidity: 25 to 75% non-condensing

### Storage environment

Storage temperature: -40° to 60° C (-40° to 140° F)

Storage relative humidity: Up to 90% non-condensing at a temperature of 60° C (140° F)

## Electrical specifications

### Power supply

Universal power adapter (external)

### Power requirements

Input voltage: 100 to 240 VAC (± 10%), 50/60 Hz (± 3Hz)

Output voltage: 32 Vdc at 2000 mA

## Appendix A

### **Power consumption**

21 watts printing (Draft Mode)

### **Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)**

#### **Sound pressure (bystander position)**

LpAd 54 (dBA)

#### **Sound power**

LwAd 6.7 (BA)

# Regulatory information

The printer meets product requirements from regulatory agencies in your country/region.

This section contains the following topics:

- [FCC statement](#)
- [Notice to users in Korea](#)
- [VCCI \(Class B\) compliance statement for users in Japan](#)
- [Notice to users in Japan about the power cord](#)
- [Noise emission statement for Germany](#)
- [LED indicator statement](#)
- [European Union Regulatory Notice](#)
- [Gloss of housing of peripheral devices for Germany](#)
- [Regulatory model number](#)
- [Declaration of conformity](#)

## FCC statement

### FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations  
Hewlett-Packard Company  
3000 Hanover Street  
Palo Alto, Ca 94304  
(650) 857-1501

### Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Notice to users in Korea

### 사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

## VCCI (Class B) compliance statement for users in Japan

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VCCI-B

## Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。  
同梱された電源コードは、他の製品では使用出来ません。

## Noise emission statement for Germany

### Geräuschemission

LpA < 70 dB am Arbeitsplatz im Normalbetrieb nach DIN 45635 T. 19

## LED indicator statement

### LED indicator statement

The display LEDs meet the requirements of EN 60825-1.

## European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC
- Ecodesign Directive 2009/125/EC, where applicable

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to applicable harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family and available (in English only) either within the product documentation or at the following web site: [www.hp.com/go/certificates](http://www.hp.com/go/certificates) (type the product number in the search field).

The compliance is indicated by one of the following conformity markings placed on the product:

CE	For non-telecommunications products and for EU harmonized telecommunications products, such as Bluetooth® within power class below 10mW.
CE !	For EU non-harmonized telecommunications products (If applicable, a 4-digit notified body number is inserted between CE and !).

Please refer to the regulatory label provided on the product.

The telecommunications functionality of this product may be used in the following EU and EFTA countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

The telephone connector (not available for all products) is intended for connection to analogue telephone networks.

#### **Products with wireless LAN devices**

Some countries may have specific obligations or special requirements about the operation of Wireless LAN networks such as indoor use only or restrictions of the channels available. Please make sure that the country settings of the wireless network are correct.

#### **France**

For 2.4-GHz Wireless LAN operation of this product, certain restrictions apply: This product may be used indoors for the entire 2400-MHz to 2483.5-MHz frequency band (channels 1 to 13). For outdoor use, only the 2400-MHz to 2454-MHz frequency band (channels 1 to 7) may be used. For the latest requirements, see [www.arcep.fr](http://www.arcep.fr).

The point of contact for regulatory matters is:

Hewlett-Packard GmbH, Dept./MS: HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen,  
GERMANY

#### **Gloss of housing of peripheral devices for Germany**

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

#### **Regulatory model number**

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0702-04. This regulatory number should

## Appendix A

not be confused with the marketing name (HP Officejet Pro 8000 (A811) Enterprise Printer) or product number.

## Declaration of conformity



### DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

DoC #: SNPRC-0702-04-A

**Supplier's Name:**

**Supplier's Address:**

**Hewlett-Packard Company**

138 Depot Road, #04-01, Singapore 109683

**declares, that the product**

**Product Name and Model:**

**Regulatory Model Number:<sup>1)</sup>**

**Product Options:**

**Power Adapter:**

HP Officejet Pro 8000 Enterprise Printer

SNPRC-0702-04

C9101A / Automatic 2-sided printing Device

CB090A / 2<sup>nd</sup> Tray

0957-2262 / 0957-2283

**conforms to the following Product Specifications and Regulations:**

**EMC:** Class B

CISPR 22:2005 +A1:2005 / EN55022:2006 +A1:2007

EN 55024:1998 +A1:2001 +A2:2003

EN 61000-3-2:2006

EN 61000-3-3:1995 +A1:2001 +A2:2005

FCC CFR 47, Part 15 / ICES-003, Issue 4

**Safety:**

IEC 60950-1, Ed 2 (2005) / EN60950-1, Ed 2 (2006)

EN 62311:2008

**Energy Use:**

Regulation (EC) No. 1275/2008

ENERGY STAR® Qualified Imaging Equipment Operational Mode (OM) Test Procedure

Regulation (EC) No. 278/2009

Test Method for calculating the Energy Efficiency of Single-Voltage External AC-DC and AC-DC power supplies

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC, the Ecodesign Directive 2009/125/EC and carries the **CE** marking accordingly. In addition, it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.

**Additional Information:**

- 1) This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.
- 2) The product was tested in a typical configuration.
- 3) The power adapter 0957-2283 is for India and China market only.

Hou Meng-Yik

Product Regulations Manager

Customer Assurance, Business Printing Division

**Local contact for regulatory topics only:**

EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany

U.S.: Hewlett-Packard, 3000 Hanover St, Palo Alto 94304, U.S.A. 650-857-1501

[www.hp.eu/certificates](http://www.hp.eu/certificates)

## Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

[www.hp.com/hpinfo/globalcitizenship/environment/index.html](http://www.hp.com/hpinfo/globalcitizenship/environment/index.html)

This section contains the following topics:

- [Paper use](#)
- [Plastics](#)
- [Material safety data sheets](#)
- [Recycling program](#)
- [HP inkjet supplies recycling program](#)
- [Disposal of waste equipment by users in private households in the European Union](#)
- [Power consumption](#)
- [Chemical Substances](#)
- [RoHS notices \(China only\)](#)

### **Paper use**

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

### **Plastics**

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

### **Material safety data sheets**

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

[www.hp.com/go/msds](http://www.hp.com/go/msds)

### **Recycling program**

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

[www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

### **HP inkjet supplies recycling program**

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

[www.hp.com/hpinfo/globalcitizenship/environment/recycle/](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/)

## **Disposal of waste equipment by users in private households in the European Union**



## Power consumption

Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark appears on ENERGY STAR qualified imaging products:



ENERGY STAR is a U.S. registered service mark of the U.S. EPA. As an ENERGY STAR partner, HP has determined that this product meets ENERGY STAR guidelines for energy efficiency.

Additional ENERGY STAR qualified imaging product model information is listed at:  
[www.hp.com/go/energystar](http://www.hp.com/go/energystar)

## Chemical Substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (*Regulation EC No 1907/2006 of the European Parliament and the Council*). A chemical information report for this product can be found at: [www.hp.com/go/reach](http://www.hp.com/go/reach)

## RoHS notices (China only)

### Toxic and hazardous substance table

零件描述	有毒有害物质表					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

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## Third-party licenses

HP Officejet Pro 8000 (A811) third-party licenses

```
LICENSE.aes-pubdom--crypto000066403473460000062000000214611061627176015570
0ustar fwbuildfirmware/* rijndael-alg-fst.c
*
* @version 3.0 (December 2000)
*
* Optimised ANSI C code for the Rijndael cipher (now AES)
*
* @author Vincent Rijmen <vincent.rijmen@esat.kuleuven.ac.be>
* @author Antoon Bosselaers <antoon.bosselaers@esat.kuleuven.ac.be>
* @author Paulo Barreto <paulo.barreto@terra.com.br>
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LICENSE.sha2-bsd--nos\_crypto0000664034734600000620000000322511061626452016011  
0ustar fwbuildfirmware/\* FIPS 180-2 SHA-224/256/384/512 implementation

\* Last update: 02/02/2007

\* Issue date: 04/30/2005

\*

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\*/

LICENSE.zlib--zlib00006640347346000062000000241011061627176014106 0ustar  
fwbuildfirmwarezlib.h -- interface of the 'zlib' general purpose compression library  
version 1.2.3, July 18th, 2005

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Jean-loup Gailly Mark Adler  
jloup@gzip.org madler@alumni.caltech.edu

The data format used by the zlib library is described by RFCs (Request for Comments) 1950 to 1952 in the files <http://www.ietf.org/rfc/rfc1950.txt> (zlib format), rfc1951.txt (deflate format) and rfc1952.txt (gzip format).  
license.txt0000664034734600000620000003256211353101155013311 0ustar  
fwbuildfirmwareLicenses - maybach\_lp1

LICENSE.aes-pubdom--crypto

---

```
-----  
/* rijndael-alg-fst.c  
*  
* @version 3.0 (December 2000)  
*  
* Optimised ANSI C code for the Rijndael cipher (now AES)  
*  
* @author Vincent Rijmen <vincent.rijmen@esat.kuleuven.ac.be>  
* @author Antoon Bosselaers <antoon.bosselaers@esat.kuleuven.ac.be>  
* @author Paulo Barreto <paulo.barreto@terra.com.br>  
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The implementation was written so as to conform with Netscapes SSL.

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## Appendix A

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LICENSE.sha2-bsd--nos\_crypto

```
-----  
/* FIPS 180-2 SHA-224/256/384/512 implementation  
 * Last update: 02/02/2007  
 * Issue date: 04/30/2005  
 *  
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 * OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF  
 * SUCH DAMAGE.  
 */
```

LICENSE.zlib--zlib

```
-----  
zlib.h -- interface of the 'zlib' general purpose compression library  
version 1.2.3, July 18th, 2005
```

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Jean-loup Gailly Mark Adler  
jloup@gzip.org madler@alumni.caltech.edu

The data format used by the zlib library is described by RFCs (Request for Comments) 1950 to 1952 in the files <http://www.ietf.org/rfc/rfc1950.txt> (zlib format), rfc1951.txt (deflate format) and rfc1952.txt (gzip format).

# B HP supplies and accessories

This section provides information on HP supplies and accessories for the printer. The information is subject to changes, visit the HP Web site ([www.hpshopping.com](http://www.hpshopping.com)) for the latest updates. You may also make purchases through the Web site.

This section contains the following topics:

- [Order printing supplies online](#)
- [Supplies](#)

## Order printing supplies online

To order supplies online or create a printable shopping list, right-click the printer icon, select **Printing Preference...**, select **Shop for Supplies** in **Service** tab. The HP software uploads, with your permission, printer information, including model number, serial number, and estimated ink levels. The HP supplies that work in your printer are pre-selected. You can change quantities, add or remove items, and then print the list or purchase online at the HP Store or other online retailers (options differ by country/region). Cartridge information and links to online shopping also appear on ink alert messages.

You can also order online by visiting [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies). If prompted, select your country/region, follow the prompts to select your printer, and then the supplies you need.

 **NOTE:** Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the 'How to Buy' option at the top of the [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies) page to obtain information about purchasing HP products in your country.

## Supplies

- [Ink cartridges and printheads](#)
- [HP media](#)

### Ink cartridges and printheads

Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the How to Buy option at the top of the [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies) page to obtain information about purchasing HP products in your country.

Use only the replacement cartridges that have the same cartridge number as the ink cartridge you are replacing. You can find the cartridge number in the following places:

- In the embedded Web server, by clicking the **Tools** tab, and then, under **Product Information** clicking **Ink Gauge**. For more information, see [Embedded Web server](#).
- On the label of the ink cartridge you are replacing.
- On the printer status page (see [Understand the Configuration Page](#)).

 **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

## HP media

To order media such as HP Premium Paper, go to [www.hp.com](http://www.hp.com).



HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks, and that dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

# C Network setup

You can manage network settings for the printer through the printer control panel as described in the next section. Additional advanced settings are available in the embedded Web server (EWS), a configuration and status tool you access from your Web browser using an existing network connection to the printer. For more information, see [Embedded Web server](#).

---

△ **CAUTION:** Network settings are provided for your convenience. However, unless you are an advanced user, you should not change some of these settings (such as the link speed, IP settings, default gateway, and firewall settings).

This section contains the following topics:

- [View and print network settings](#)
- [Set link speed](#)
- [View IP settings](#)
- [Change IP settings](#)
- [Configure the printer's firewall settings](#)
- [Reset network settings](#)
- [Uninstall and reinstall the HP software](#)

## View and print network settings

You can display a summary of the network settings on the printer control panel or the HP software that came with the printer. You can print a more detailed network configuration page, which lists all of the important network settings such as the IP address, link speed, DNS, and mDNS. For more information, see [Understand the network configuration page](#).

## Set link speed

You can change the speed at which data is transmitted over the network. The default is **Automatic**.

1. Press right arrow ▶, and then select **Configure Device**.
2. Select **I/O Option**, then select **Link Speed**.
3. Press right arrow ▶ to scroll the different link speed and press **OK** for selection of the speed that matches your network hardware:
  - **Automatic**
  - **10-Full**
  - **10-Half**
  - **100-Full**
  - **100-Half**

## View IP settings

To view the IP address of the printer:

- Print the network configuration page. For more information, see [Understand the network configuration page](#).
- Or, open the HP software (Windows), click the **Network Settings** tab, click the **Wired** or **Wireless** tab (depending on the current connection), and then click **IP Settings**.

## Change IP settings

The default IP setting for the IP settings is **Automatic**, which sets the IP settings automatically. However, if you are an advanced user, you might want to manually change settings such as the IP address, subnet mask, or the default gateway.

 **CAUTION:** Be careful when manually assigning an IP address. If you enter an invalid IP address during the installation, your network components cannot connect with the printer.

1. Press right arrow ▶, and then select **Configure Device**.
2. Select **I/O Option**, and then select **IP Settings**.
3. **Automatic** is shown by default. To change the settings manually, press right arrow ▶ and **OK**.
4. The IP address will be shown and press **OK** to make the changes.
5. Once the changes have been made to all the 4 bytes of the IP address, Subnet Mask will appear and repeat the same process. The last setting will be Default Gateway.

## Configure the printer's firewall settings

Firewall features provide network-layer security on both IPv4 and IPv6 networks. The firewall provides simple control of IP addresses that are allowed access.

 **NOTE:** In addition to firewall protection at the network layer, the printer also supports an SNMPv3 agent at the application layer for management application security, and open secure sockets layer (SSL) standards at the transport layer for secure client-server applications, such as client-server authentication or HTTPS Web browsing.

For firewall operation on the printer, you must configure a firewall policy to apply to specified IP traffic. Firewall policy pages are accessed through the EWS and displayed by your Web browser. After a policy is configured, it is not activated until you click **Apply** in the EWS.

### Creating and using firewall rules

Firewall rules allow you to control IP traffic. Use firewall rules to allow or drop IP traffic based on IP addresses and services.

Enter up to ten rules, each rule specifying the host addresses, services, and the action to take for those addresses and services.

This section contains the following topics:

- [Create a firewall rule](#)
- [Change the priority of firewall rules](#)
- [Change firewall options](#)
- [Reset firewall settings](#)
- [Limitations to rules, templates, and services](#)

### Create a firewall rule

To create a firewall rule, complete the following steps:

1. Open the embedded Web server. For more information, see [Embedded Web server](#).
2. Click the **Settings** tab, click **Firewall Rules**.
3. Click **New**, and then follow the onscreen instructions.

### Change the priority of firewall rules

To change the priority in which a firewall rule is used, complete the following steps:

1. Open the embedded Web server. For more information, see [Embedded Web server](#).
2. Click the **Settings** tab, click **Firewall Rules Priority**.

3. Select the priority in which you want the rule to be used from the **Rule Precedence** list, with 1 having the highest priority and 10 having the lowest priority.
4. Click **Apply**.

### Change firewall options

To change firewall options for the printer, complete the following steps:

1. Open the embedded Web server. For more information, see [Embedded Web server](#).
2. Click the **Settings** tab, click **Firewall Options**.
3. Change any settings, and then click **Apply**.

---

 **NOTE:** After clicking **Apply**, the connection to the EWS might be temporarily disrupted for a short period of time. If the IP address was unchanged, the EWS connection will be enabled again. However, if the IP address was changed, use the new IP address to open the EWS.

### Reset firewall settings

To reset the firewall settings to the factory defaults, restore the printer's network settings. For more information, see [To reset the printer's network settings](#).

### Limitations to rules, templates, and services

When creating firewall rules, note the following limitations to rules, templates, and services.

Item	Limit
Maximum number of rules.	11
Maximum number of Address Templates. Note the following: <ul style="list-style-type: none"> <li>• <b>All IP Addresses</b> Results in two (2) address template rules. One for all IPv4 addresses, and another for all IPv6 addresses.</li> <li>• <b>All non link local IPv6</b> Results in four (4) address template rules: <ul style="list-style-type: none"> <li>◦ :: to FE7F:FFFF:FFFF:FFFF:FFFF:FFFF:F FFF:FFFF for both local and remote addresses</li> <li>◦ :: to FE7F:FFFF:FFFF:FFFF:FFFF:FFFF:F FFF:FFFF for local addresses</li> <li>◦ FE81:: to FFFF:FFFF:FFFF:FFFF:FFFF:FFFF:F FFF:FFFF for remote addresses</li> <li>◦ FE81:: to FFFF:FFFF:FFFF:FFFF:FFFF:FFFF:F FFF:FFFF for local addresses,</li> </ul> </li> </ul>	12

(continued)

Item	Limit
<ul style="list-style-type: none"><li>◦ :: to FE7F:FFFF:FFFF:FFFF:FFFF:FFFF:F FFF:FFFF for remote addresses</li><li>◦ FE81:: to FFFF:FFFF:FFFF:FFFF:FFFF:FFF:F FFF:FFFF for both local and remote addresses</li><li>• <b>All Broadcast/Multicast Addresses</b> Results in four (4) address template rules:<ul style="list-style-type: none"><li>◦ 224.0.0.0 to 239.255.255.255 IPv4 local addresses and all IPv4 remote addresses</li><li>◦ A single IPv4 local address, and all IPv4 remote addresses</li><li>◦ 255.255.255.255 local address, and all IPv4 remote addresses</li><li>◦ FF00:: / 8 local IPv6 addresses, and all IPv6 remote addresses</li></ul></li></ul>	
<b>NOTE:</b> To avoid multiple rules for these predefined address templates, you can create custom address templates.	
Maximum number of user-defined address templates.	5
Maximum number of services you can add to a user-defined service template.  <b>NOTE:</b> The predefined All Services template is not subject to this limitation and includes all services supported by the print server.	64
Maximum number of services you can add to the policy.  For example, if a user-defined service template consists of 64 services, then it is the only service template you can use.	64
Maximum number of service templates in the policy.	10
Maximum number of user-defined custom service templates.	5

## Reset network settings

To reset the administrator password and network settings, complete the following steps:

1. Touch right arrow , and then select **Network**.
2. Touch **Restore Network Defaults**, and then select **Yes**.

 **NOTE:** Print the network configuration page and verify that the network settings have been reset. For more information, see [Understand the network configuration page](#).

By default, the network name (SSID) is "hpsetup" and the communication mode is "ad hoc."

**NOTE:** Resetting the printer's network settings also resets the printer's firewall settings. For more information about configuring the printer's firewall settings, see [Configure the printer's firewall settings](#).

---

## Uninstall and reinstall the HP software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the HP software installation screen, you might need to uninstall and then reinstall the HP software that came with the printer. Do not simply delete the printer application files from your computer. Make sure to remove them correctly using the uninstall utility provided when you installed the HP software.

### To uninstall from a Windows computer, method 1

1. Disconnect the printer from your computer. Do not connect it to your computer until after you have reinstalled the HP software.
2. On the computer desktop, click **Start**, select **Programs** or **All Programs**, click **HP**, click the printer name, and then click **Uninstall**.
3. Follow the onscreen instructions.
4. If you are asked whether you would like to remove shared files, click **No**. Other programs that use these files might not work correctly if the files are deleted.
5. Restart your computer.

### To uninstall from a Windows computer, method 2

 **NOTE:** Use this method if **Uninstall** is not available in the Windows Start menu.

1. On the computer desktop, click **Start**, select **Settings**, click **Control Panel**, and then click **Add/Remove Programs**.  
- Or -  
Click **Start**, click **Control Panel**, and then double-click **Programs and Features**.
2. Select the printer name, and then click **Change/Remove** or **Uninstall/Change**. Follow the onscreen instructions.
3. Disconnect the printer from your computer.
4. Restart your computer.

 **NOTE:** It is important that you disconnect the printer before restarting your computer. Do not connect the printer to your computer until after you have reinstalled the HP software.

---

### To reinstall in a Windows computer

1. Insert the HP software CD into your computer's CD drive, and follow the onscreen instructions.
2. Connect the printer when the HP software prompts you to connect it to the computer.
3. Press the **Power** button to turn the printer on.  
After connecting and turning on the printer, you might have to wait several minutes for all of the Plug and Play events to complete.
4. Follow the onscreen instructions.

### To uninstall from a Macintosh computer, method 1

1. Open the HP Utility. For instructions, see [Open HP Utility](#).
2. Click the Application icon on the toolbar.
3. Double click **HP Uninstaller**, and then click **Continue**.
4. Select the product to uninstall, and then click **Uninstall**.
5. When prompted, type the correct administrator's name and password, and then click **OK**.

6. Follow the onscreen instructions.
7. When the **HP Uninstaller** finishes, restart your computer.

**To uninstall from a Macintosh computer, method 2**

1. Open the Finder, select **Applications**, and then select **Hewlett-Packard**.
2. Double-click **HP Uninstaller**, and then click **Continue**.
3. When prompted, type the correct administrator's name and password, and then click **OK**.
4. Follow the onscreen instructions.
5. When the **HP Uninstaller** finishes, restart your computer.

**To reinstall in a Macintosh computer**

1. Insert the HP software CD into your computer's CD drive.
2. On the desktop, open the CD, and then double-click **HP Installer**.
3. Follow the onscreen instructions.

# D Printer management tools

This section contains the following topics:

- [HP Utility \(Mac OS X\)](#)
- [Embedded Web server](#)

## HP Utility (Mac OS X)

The HP Utility contains tools to configure print settings, calibrate the printer, order supplies online, and find Web site support information.

 **NOTE:** On a Macintosh computer, the features available in the HP Utility vary depending on the selected printer.

Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

 **TIP:** When the HP Utility is opened, you can gain access to the Dock menu shortcuts by selecting and holding the mouse button over the appropriate icon for the HP Utility in the Dock.

### Open HP Utility

#### To open the HP Utility

- ▲ Click the HP Utility icon in the Dock.

 **NOTE:** If the icon does not appear in the Dock, click the Spotlight icon on the right side of the menu bar, type **HP Utility** in the box, and then click the **HP Utility** entry.

## Embedded Web server

When the printer is connected to a network, you can use the embedded Web server to view status information, change settings, and manage it from your computer.

 **NOTE:** For a list of system requirements for the embedded Web server, see [Embedded Web server specifications](#).

To view or change some settings, you might need a password.

You can open and use the embedded Web server without being connected to the Internet. However, some features are not available.

This section contains the following topics:

- [About cookies](#)
- [To open the embedded Web server](#)

### About cookies

The embedded Web server (EWS) places very small text files (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you have selected so that the next time you access the EWS, the pages are displayed in that language. Though some cookies are cleared at the end of each session (such as the cookie that stores the selected language), others (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

You can configure your browser to accept all cookies, or you can configure it to alert you every time a cookie is offered, which allows you to decide which cookies to accept or refuse. You can also use your browser to remove unwanted cookies.

---

 **NOTE:** Depending on your printer, if you disable cookies, you also disable one or more of the following features:

---

- Starting where you left the application (especially useful when using setup wizards)
- Remembering the EWS browser language setting
- Personalizing the EWS Home page

For information about how to change your privacy and cookie settings and how to view or delete cookies, see the documentation available with your Web browser.

## To open the embedded Web server

---

 **NOTE:** The printer must be on a network and must have an IP address. The IP address and hostname for the printer are listed on the status report. For more information, see [Understand the network configuration page](#).

---

In a supported Web browser on your computer, type the IP address or hostname that has been assigned to the printer.

For example, if the IP address is 123.123.123.123, type the following address into the Web browser: `http://123.123.123.123`.

---

 **TIP:** If you are using Safari on a Macintosh computer, you can also open the EWS by clicking the open-book toolbar button (located near the top of the browser window), clicking **Bonjour** in the **Collections** list, and then selecting the printer name.

**TIP:** After opening the embedded Web server, you can bookmark it so that you can return to it quickly.

---

---

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